

This document is made available through the declassification efforts
and research of John Greenewald, Jr., creator of:

The Black Vault



The Black Vault is the largest online Freedom of Information Act (FOIA)
document clearinghouse in the world. The research efforts here are
responsible for the declassification of hundreds of thousands of pages
released by the U.S. Government & Military.

Discover the Truth at: <http://www.theblackvault.com>



DEFENSE INFORMATION SYSTEMS AGENCY

P. O. BOX 549
FORT MEADE, MARYLAND 20755-0549

IN REPLY
REFER TO: General Counsel
FOIA Office

9 June 2016

John Greenwald, Jr.
[REDACTED]

RE: FOIA 15-32

Dear Mr. Greenwald:

This letter responds to your Freedom of Information Act (FOIA) request for a copy of all manuals for DoD employees and personnel for the Defense Collaboration Services (DCS system). Personally identifying information of DoD employees has been redacted pursuant to FOIA exemption 6. Exemption 6 applies to information which if released could reasonably be expected to constitute a clearly unwarranted invasion of personal privacy because the individuals' right to privacy outweighs the general public's interest.

You may appeal this partial denial by writing to the General Counsel, Defense Information Systems Agency, P.O. Box 549, Ft. Meade, MD 20755, within 60 days of your receipt this letter. Both the letter and envelope should be clearly marked "Freedom of Information Act Appeal."

This concludes the initial determination by this agency. If we can be of further assistance, please do not hesitate to contact Robin M. Berger, FOIA Manager at (301) 225-6104.

A handwritten signature in black ink, appearing to read "Robert B. Stirk".

ROBERT B. STIRK, Major, USAF
Attorney-Advisor
DISA Office of the General Counsel

UNCLASSIFIED
DCS PIV Activation
May 2015



Defense Collaboration Services PIV Activation

Guide

Version 1.2

May, 2015

**Defense Information Systems Agency
Enterprise Information Services
PEO-Enterprise Service**

COLLABORATIVE

GLOBAL

SECURE

UNCLASSIFIED // FOR OFFICIAL USE ONLY

Document Approval

Document Approved By	Date Approved
b6 Program Management Office	

Revision History

Version	Date	Revision/Change Description	Pages Affected
1.0	12/15/2014	Initial Version	All
1.1	02/06/2015	Format update / edited language	All
1.2	05/13/15	Updated based on DMDC site update	All

Table of Content

Table of Contents

Table of Content	3
Table of Figures	3
1. Identification of Need.....	4
2. Activation.....	4
3. Enabling CAC PIV Certificate.....	5

Table of Figures

Figure 1 RAPIDS Page	5
Figure 2 DEERS Page	6
Figure 3 CAC Login	6
Figure 4 RAPIDS Self Service	7
Figure 5 Local ActivClient	7
Figure 6 Locate Local Certificates	8
Figure 7 Reset Certificates	8
Figure 8 Identify New Certificates.....	9
Figure 9 Confirm Certificates	9
Figure 10 Identifying Correct Certificate.....	10
Figure 11 Troubleshooting.....	10
Figure 12 Identify Smartcard	11
Figure 13 Set Correct Certificate Endpoint	12

1. Identification of Need

For any user who ever has or currently is considered a dual persona, please follow the below instructions for activating the PIV certificate for entrance to DCS.

How do I know if I am a dual persona?

While there currently exists no guaranteed method for a User to identify if they are considered a dual person without contacting the DCS Service Desk there is one quick way to approximately check if you may be considered a dual persona:

Visit milConnect and review the available tabs under your profile. If you see two tabs (ie. Retired and Contractor, etc.) you are most likely considered a dual persona by the system.

If you find that you are considered to have dual persona status by the system please follow the below for PIV certificate authentication. If you continue to experience issues with gaining access to the DCS Information Portal (<https://www.dcs.apps.mil>) or the DCS Home Page (<https://conference.apps.mil>) please contact the DCS Service Desk.

DCS User Support: Service Support Desk
(disa.dsc.eis.mbx.dcs-support@mail.mil)
Comm: 1-614-692-0032
Toll Free: 1-844-947-2457
DSN (CONUS): 850-0032
DSN (OCONUS) Country Code 312

2. Activation

In order to access DCS, DOD Enterprise Portal Service (DEPS) and/or Defense Enterprise Email (DEE), dual persona users will need to activate their Personal Identity Verification (PIV) certificate.

Users accessing Defense Collaboration Services (DCS) web collaboration tool are required to authenticate with CAC. Non-dual Persona Users are required to use their "E- mail Certificate" when prompted for authentication. Users classified as dual personas, those who have ever been authorized to carry two separate CAC due to job or commitment, are required to authenticate with a third "PIV Certificate" option when accessing DCS.

3. Enabling CAC PIV Certificate

The web site to do so is https://www.dmdc.osd.mil/self_service.

To use functions within RAPIDS Self Service to update your CAC you must have the following installed on your computer:

ActivClient (32-bit), JRE (32-bit) and a 32-bit browser (such as Internet Explorer 32-bit)

Or

ActivClient (64-bit), JRE (64-bit) and a 64-bit browser (such as Internet Explorer 64-bit)

3.1. **Step 1** - After entering the link in your browser you should see the following.

The screenshot shows the 'RAPIDS Self Service ID Card Office Online' page. At the top, there is a header with the RAPIDS logo and the text 'RAPIDS Self Service ID Card Office Online'. Below the header is a 'Notice' section with a black background and white text. The main content area is divided into three sections: 'Sign In', 'Renew/Replace Family ID Cards', and 'CAC Maintenance'. The 'Sign In' section has a 'Sign In' button. The 'Renew/Replace Family ID Cards' section lists: 'Renew/Replace Family ID Cards', 'Update Your Contact Information', 'Update a Family Member's Contact Information', and 'Add a Family Member'. The 'CAC Maintenance' section lists: 'Update Your Email Address', 'Download Applications', 'Activate the PIV Authentication Certificate', and 'Add POC to UPN'. To the right of these sections is a 'Need Assistance?' box with text: 'For issues with your ID card or problems with sponsor or family member data, please contact a local ID card office.' and 'If you are having problems with this website please contact us.' with a 'Contact Us' button.

Figure 1 RAPIDS Page

3.2. **Step 2** - Click 'Sign In'. You should see the following.

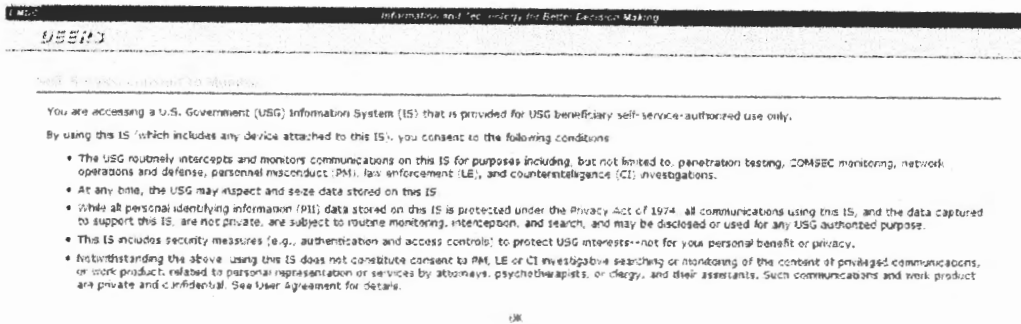


Figure 2 DEERS Page

3.3. **Step 3** - Click 'OK'. You should see the following.



Figure 3 CAC Login

3.4. **Step 4** - Click 'Login' and select your email certificate. You should see the following.

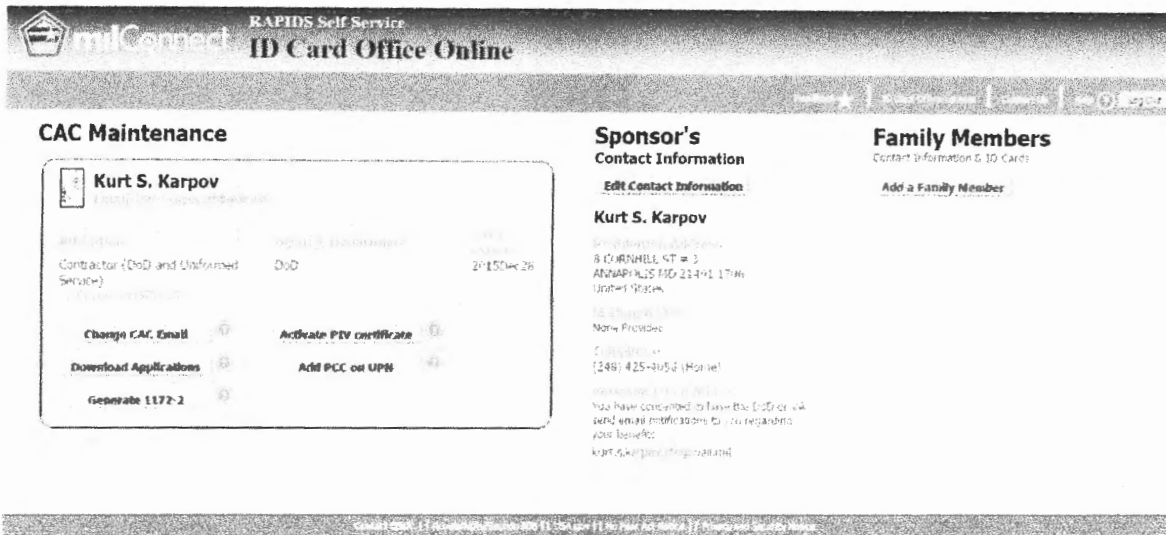


Figure 4 RAPIDS Self Service

3.5 **Step 5** - Click on 'Activate PIV' and follow the instructions. Once complete, you should be done with the RAPIDS web site. Next click on the Microsoft start button, go to the ActivIdentity folder, then the ActivClient Folder and click on 'User Console'.

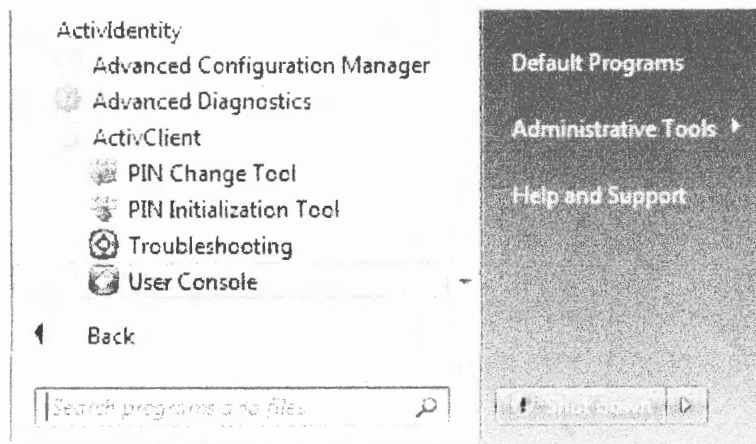


Figure 5 Local ActivClient

- 3.6. **Step 6** – Double click on my certificates. Click on views and select list. You should now see a PIV Authentication Key certificate in your certificate list. If not, step 5 did not complete successfully.

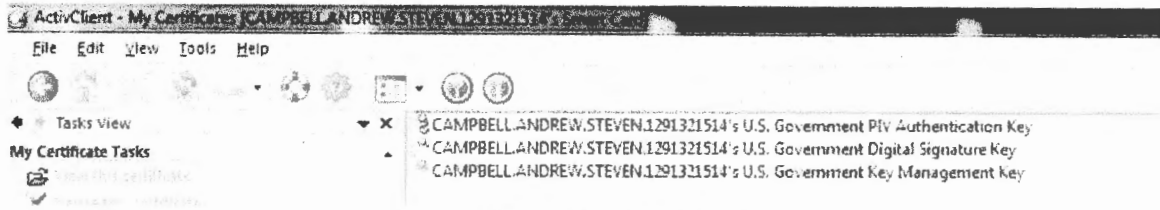


Figure 6 Locate Local Certificates

- 3.7. **Step 7** – Go to Tools -> Advanced and select 'Forget state on all cards'. Remove and reinsert the smart card in the smart card reader.

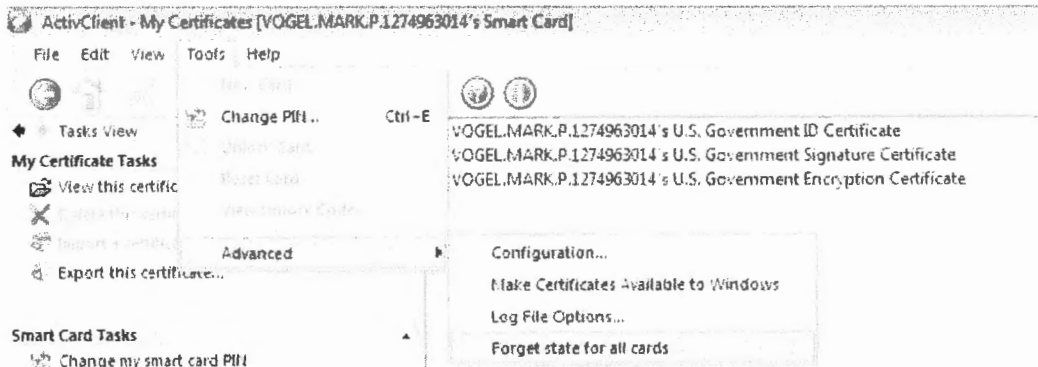


Figure 7 Reset Certificates

- 3.8. **Step 8** – Go to Tools -> Advanced and select 'Make Certificates Available to Windows'.



Figure 8 Identify New Certificates

3.9. **Step 9** – You should get a confirmation message similar to the following.

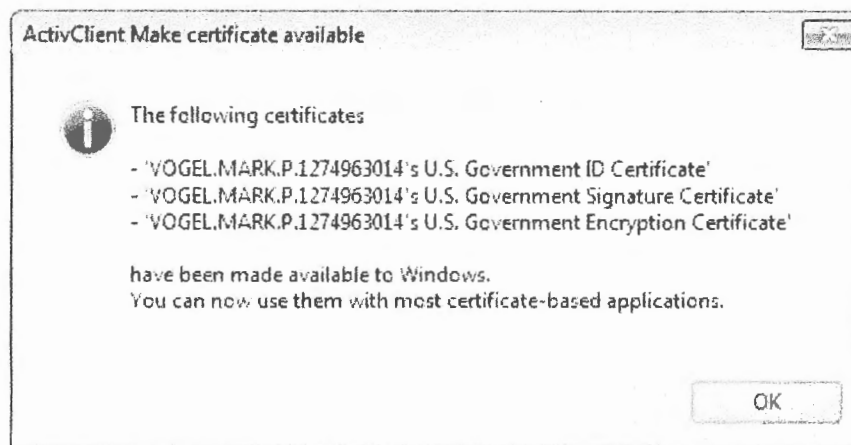


Figure 9 Confirm Certificates

3.10. **Step 10** – Your PIV certificate should now be available to you when you attempt to log

into DEPS; you *MUST* select the PIV certificate in order to gain access. However, which certificate is the PIV certificate is not obvious. For each certificate in your list, click on the 'Click here to view certificate properties' link. Go to the 'Certification Path' tab and scroll all the way to the right. Continue with each certificate in the list until you find the PIV certificate.

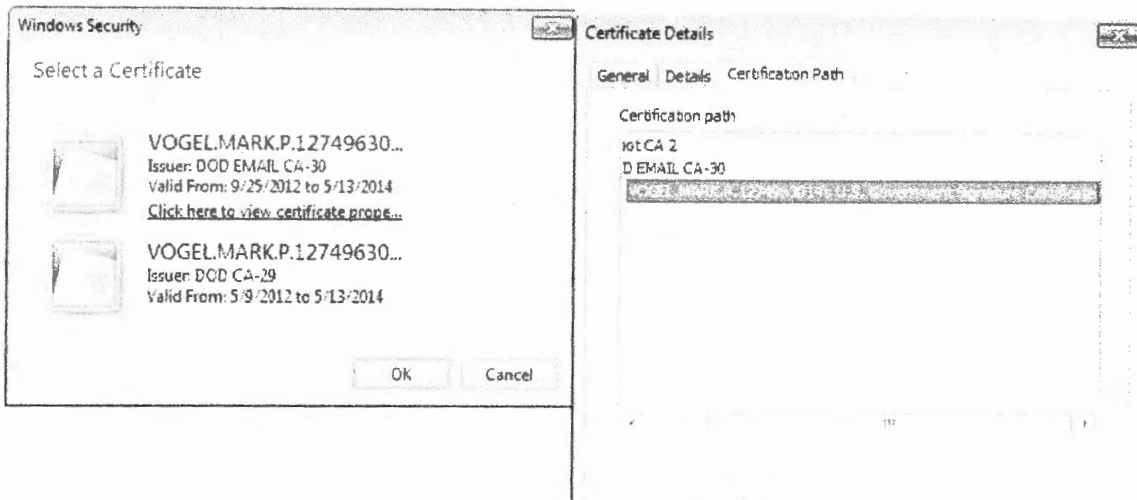


Figure 10 Identifying Correct Certificate

3.11. **Step 11** – If your PIV is still not available after step 10, someone with administrator rights to the computer in question needs to open Active Client 'Advanced Configuration Manager'.

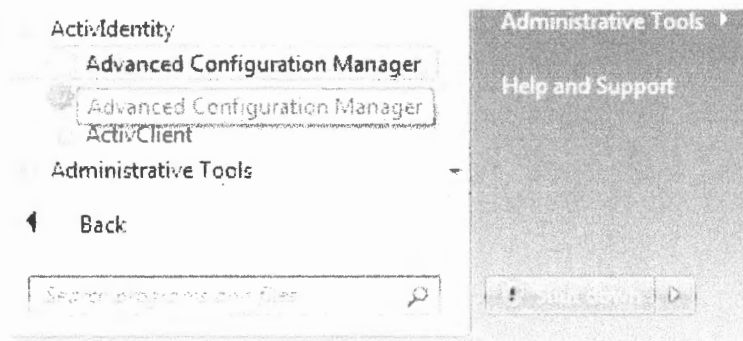


Figure 11 Troubleshooting

3.12. **Step 12** – Select 'Smartcard' from the list.

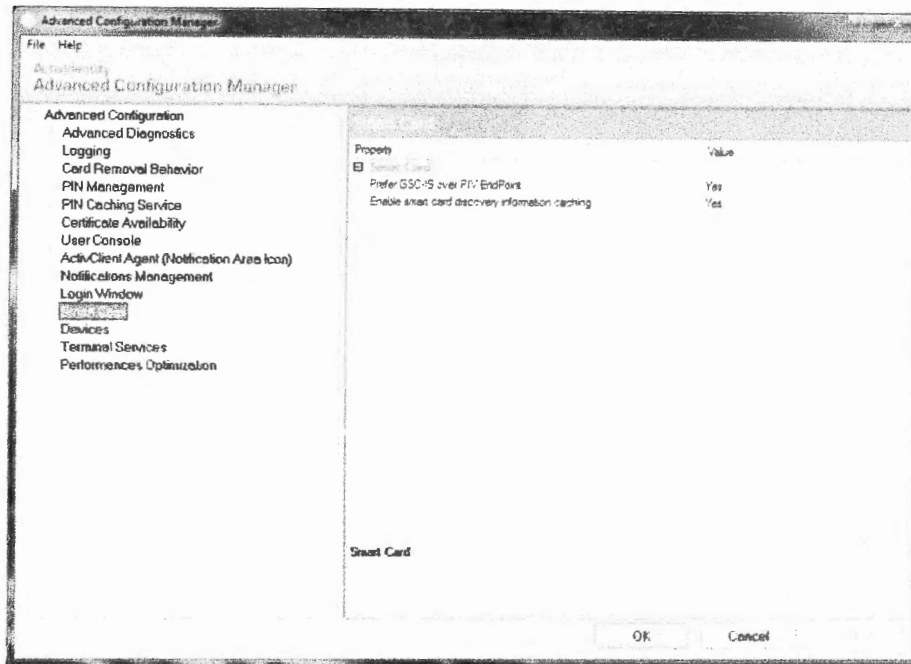


Figure 12 Identify Smartcard

3.13. **Step 13** – From the Smart Card Window below select 'Prefer GSC-IS over PIV EndPoint' and change the value to no. Click 'Apply' and then 'OK'.

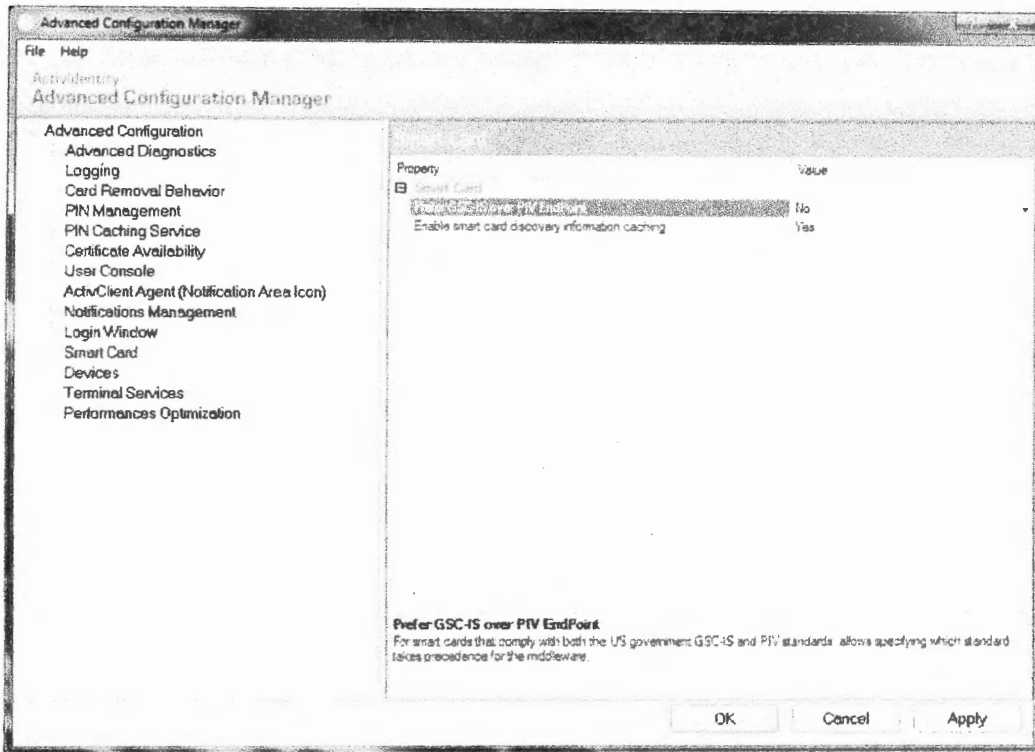


Figure 13 Set Correct Certificate Endpoint

- 3.14. **Step 14** – Reboot the computer. The computer should then begin to recognize the PIV Certificate.

UNCLASSIFIED
DCS Quick Start Guide
March 2015



Defense Collaboration Services Web Browser Configuration

Guide

Version 1.0

March, 2015

**Defense Information Systems Agency
Enterprise Information Services
PEO-Enterprise Service**



COLLABORATIVE

GLOBAL

SECURE

UNCLASSIFIED // FOR OFFICIAL USE ONLY

Document Approval

Document Approved By	Date Approved
b6 , Program Management Office	

Revision History

Version	Date	Revision/Change Description	Pages Affected
1.0	02 MAR 15	Initial Version	All

Table of Content

Contents

1.	DCS Web Browser Configuration	4
1.1.	DCS Web Browser Requirements	4
1.2.	Internet Explorer	4
1.3.	Firefox	4
1.4.	Chrome	5
1.5.	Safari	5
2.	Web Meeting Start	5
2.1.	Create a Reservation / Start Meeting	5
2.2.	Join Meeting	6
3.	TransVerse	6
3.1.	Introduction	6
3.2.	Options not enabled in the DCS TransVerse client	6
3.3.	Initial Login	6

1. DCS Web Browser Configuration

1.1. DCS Web Browser Requirements

Users require a web browser capable of running Flash 11.2. To check the version of flash, visit [Adobe's Flash Version Check](#) page.

As of Mac OS X 10.6, Apple stopped updating Flash. If a Mac user is running an out-of-date version of Flash, the version can be upgraded by visiting the [get Flash player](#) page at Adobe (if permissible by local system admin policy).

To run the desktop sharing, the presenter (and only the presenter) needs to have Java v7u45 installed and configured to web browsers on their system. You can test that Java is installed by visiting [Java Test Page](#) (there are download links on this page if you need to install Java).

For bandwidth, we recommend at least 1Mbits download and 0.5 Mbits upload speed. Users can test their actual bandwidth using [speedtest.net](#).

For hardware, we recommend a Dual-core CPU with at least 2G of memory. For Mac, we recommend any Mac running Mac OS X operating system.

- If unable to verify your local versions of Adobe Flash and Java, contact your local system or network administrator.
- If experiencing Java applet load failure or blocked event verify with local system or network administrator that "*.apps.mil" is added to the trusted site list.

1.2. Internet Explorer Java Configuration

- Click **Tools** and then **Internet Options**
- Select the **Security** tab, and select the **Custom Level** button
- Scroll down to **Scripting of Java applets**
- Make sure the **Enable** radio button is checked
- Click **OK** to save your preference

1.3. Firefox Java Configuration

- Open the Firefox browser or restart it, if it is already running
- From the Firefox menu, select **Tools**, then click the **Add-ons** option
- In the Add-ons Manager window, select **Plugins**
- Click **Java (TM) Platform** plugin (Windows) or **Java Applet Plug-in** (Mac OS X) to select it
- Check that the option selected is **Ask to Activate** or **Always Activate** or on older Firefox versions, click on the **Enable** button (if the button says **Disable**, Java is already enabled)

1.4. Chrome Java Configuration

- Enter **about:plugins** in the search field.
- In the Plug-ins list, look for **Java** and check whether Java is enabled (if the Disable link appears, Java is already enabled)
- Click on the **Enable** link (if available)
- (Optional) Check the **Always allowed** box to stop additional Chrome warnings when running Java content

1.5. Safari Java Configuration

- Click on Safari and select **Preferences**
- Choose the **Security** option
- Select **Allow Plug-ins**, then click on **Manage Website Settings**
- Click on the Java item, select an option (Ask, Allow or Allow Always) from the pulldown list **When visiting other websites**
- Click **Done**, then close the Safari Preferences window

2. Web Meeting Start

Web Meetings may be entered in two different ways. The first is by an Administrator or Moderator of the meeting reservation. Only the Administrator or Moderator will see the reservation in their catalog, but do not have the ability to search for other reservations they are not associated with.

The second method is as a User who has been provided the URL for the web meeting. This User may only enter when the meeting has started and will see no reference to the meeting in their reservation catalog.

2.1. Create a Reservation / Start Meeting

- Enter DCS Information Portal (<https://www.dcs.apps.mil> or <https://www.dcs.apps.smil.mil>) and review for updates.
- Select "Continue to DCS"
- Authenticate into site using "Email" certificate (PIV certificate if dual persona) on NIPR, Identity certificate on SIPR.
- Accept DoD warning statement
- Select "Create a new reservation" button on right hand side
- Complete required fields and select "Create"
- Review meeting URL under "Web Conference" tab
- Associate other users under "Admin" tab
- Select "Start" or "Options" button on right hand side
- Select preferred meeting options
- Start meeting

2.2. Join Meeting

- Identify URL provided by meeting Moderator.
- Accept DoD warning statement
- If authenticated user, join meeting when identified as “running”
- If Guest User, complete requested information fields and join meeting once “running”

3. TransVerse

3.1. Introduction

TransVerse serves as an eXtensible Messaging and Presence Protocol (XMPP) client for the follow on collaboration environment, Defense Collaboration Services (DCS). XMPP is an eXtensible Markup Language (XML)-based instant messaging, presence and multi-user text chat protocol. TransVerse is an open-standards-based product. TransVerse facilitates a virtual work community because its capabilities are similar to those found in physical office environments.

3.2. Options visually present but not enabled in the DCS TransVerse client

- Cross Domain capabilities
- File share
- White board capabilities
- Audio
- Language translation

3.3. Initial Login

- Open the TransVerse chat client
- Select the “Cross Domain” tab. Ensure the default in the Cross Domain tab is disabled.
- Select the “Advance” tab
- Ensure the following:
 - Resources: Transverse_1.8
 - Connection Host: chat.apps.mil / chat.apps.smil.mil
 - Port: 5222
 - My Chat Server: chat.apps.mil / chat.apps.smil.mil
 - Check the Auto-Reconnect box
 - Change the Reconnect Attempt Interval to 60
- Select the “Authentication” tab
- Select the “Authentication Via Smartcard” option.
- Enter in the “Login Box” field your Persona User Name (PUN)
 - For DEE users it is to the left of @mail.mil
 - Can be found searching DEE Global Address List (GAL)
 - Can be found under profile on milConnect
(<https://pki.dmdc.osd.mil/identitymanagement/logoff/milconnect.dmdc.osd>)

- mil/proceed.do) (no equivalent on SIPR)
- Can be found through name search on DoD Whitepages
(<https://www.whitepages.mil> or <https://www.whitepages.smil.mil>)
- Select the "Login" button (Do Not Select "Request Account")

4. Further information

For further information regarding the operation and capabilities of DCS please review the information provided on the DCS Information Portal at <https://www.dcs.apps.mil>.



Defense Collaboration Services Web Browser Configuration

Guide

Version 1.0

March, 2015

Defense Information Systems Agency
Enterprise Information Services
PEO-Enterprise Service



COLLABORATIVE

GLOBAL

SECURE

Document Approval

Document Approved By	Date Approved
b6 Program Management Office	

Revision History

Version	Date	Revision/Change Description	Pages Affected
1	02 MAR 15	Initial Version	All

Table of Content

Contents

1.	DCS Web Browser Configuration.....	4
1.1.	DCS Web Browser Requirements	4
1.2.	Internet Explorer	4
1.3.	Firefox.....	7
1.4.	Chrome	10

Table of Figures

Figure 1	Option Menu - Trusted Sites	5
Figure 2	List of Trusted Sites	5
Figure 3	IE Internet Options	6
Figure 4	Options - Manage Add-ons	6
Figure 5	Meeting add-ons location	7
Figure 6	Java Enablement	7
Figure 7	Firefox Option Menu.....	8
Figure 8	Firefox Add-ons list	8
Figure 9	Firefox Plugins	9
Figure 10	Firefox Java presence	9
Figure 11	Chrome Plugins Access.....	10
Figure 12	Chrome Java Enabled	10

1. DCS Web Browser Configuration

It is known that not all systems and software versions are the same within the DoD. If experience does differ in following this guide it is recommended that the native application FAQ is referenced to identify any further needed steps to verify configuration. Please use local system help desks for assistance on software configurations that are not similar to those seen in this guide.

1.1 DCS Web Browser Requirements

Users require a web browser capable of running Flash 11.2. To check the version of flash, visit [Adobe's Flash Version Check](#) page.

As of Mac OS X 10.6, Apple stopped updating Flash. If a Mac user is running an out-of-date version of Flash, the version can be upgraded by visiting the [get Flash player](#) page at Adobe (if permissible by local system admin policy).

To run the desktop sharing, the presenter (and only the presenter) needs to have Java v7u45 installed and configured to web browsers on their system. You can test that Java is installed by visiting [Java Test Page](#) (there are download links on this page if you need to install Java).

For bandwidth, we recommend at least 1Mbps download and 0.5 Mbps upload speed. Users can test their actual bandwidth using [speedtest.net](#).

For hardware, we recommend a Dual-core CPU with at least 2G of memory. For Mac, we recommend any Mac running Mac OS X operating system.

- If unable to verify your local versions of Adobe Flash and Java, contact your local system or network administrator.
- If experiencing Java applet load failure or blocked event verify with local system or network administrator that "*.apps.mil" is added to the trusted site list.

1.2 Internet Explorer

- Open the Options panel and locate plug-in and add-ons options location.

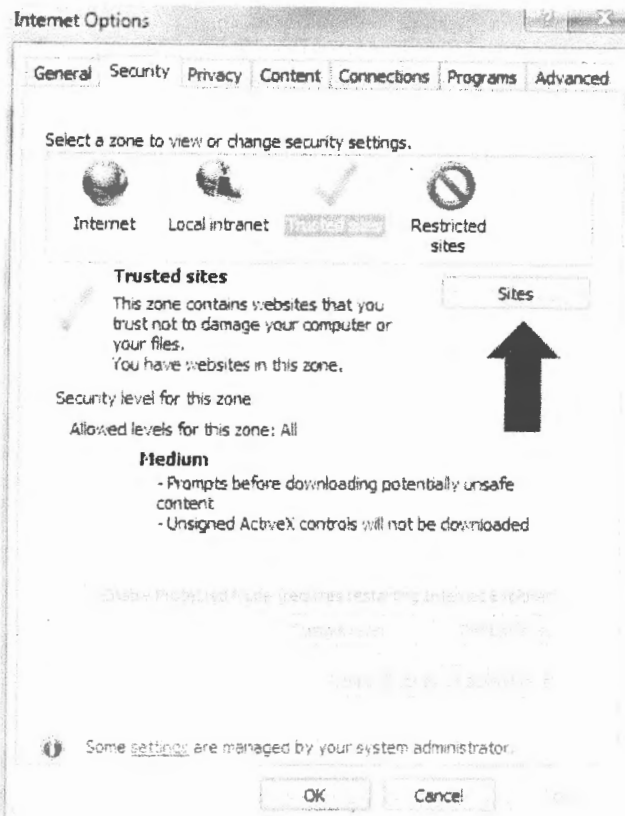


Figure 1 Option Menu - Trusted Sites

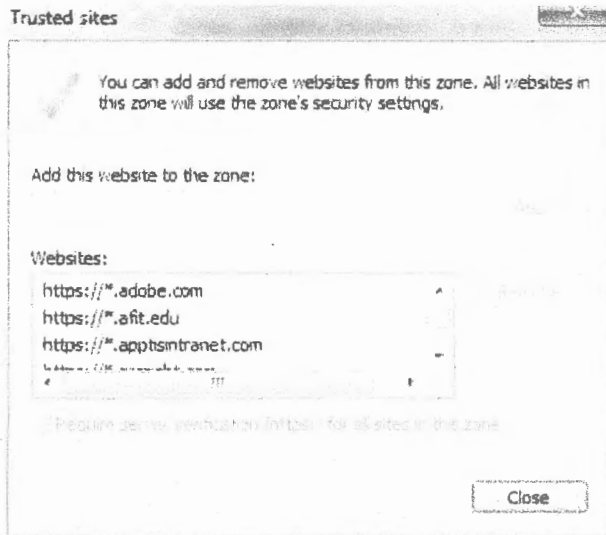


Figure 2 List of Trusted Sites

- Verify that Java is enabled within the browser.

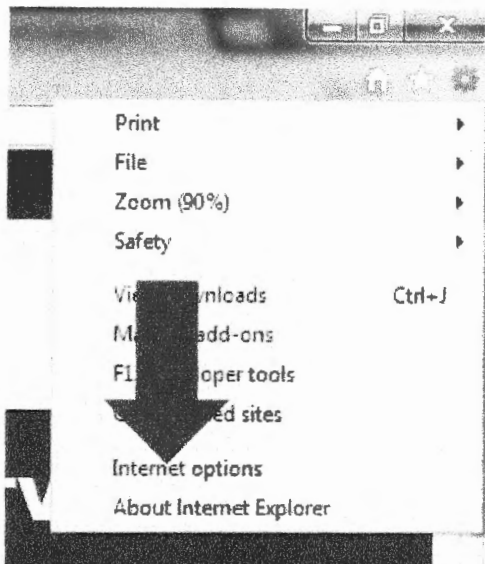


Figure 3 IE Internet Options

- From Internet Explorer options page, select "Manage add-ons"

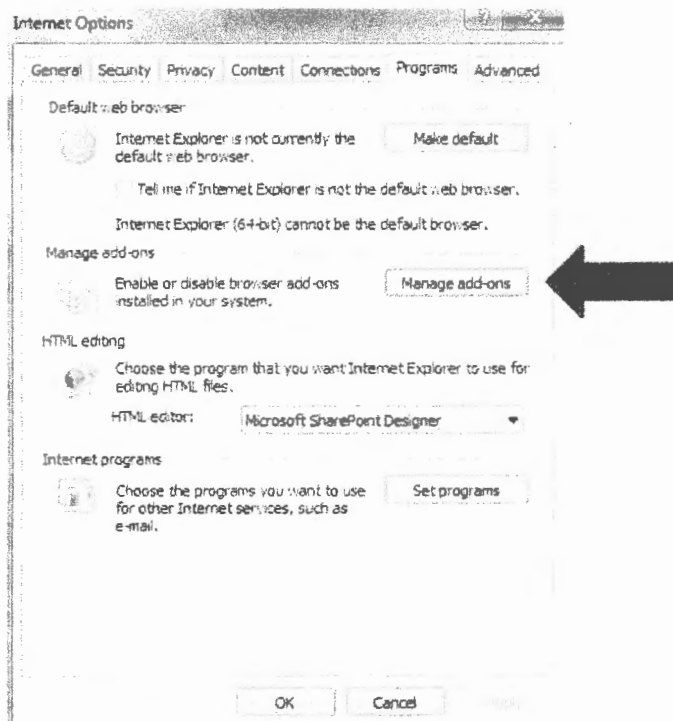


Figure 4 Options - Manage Add-ons

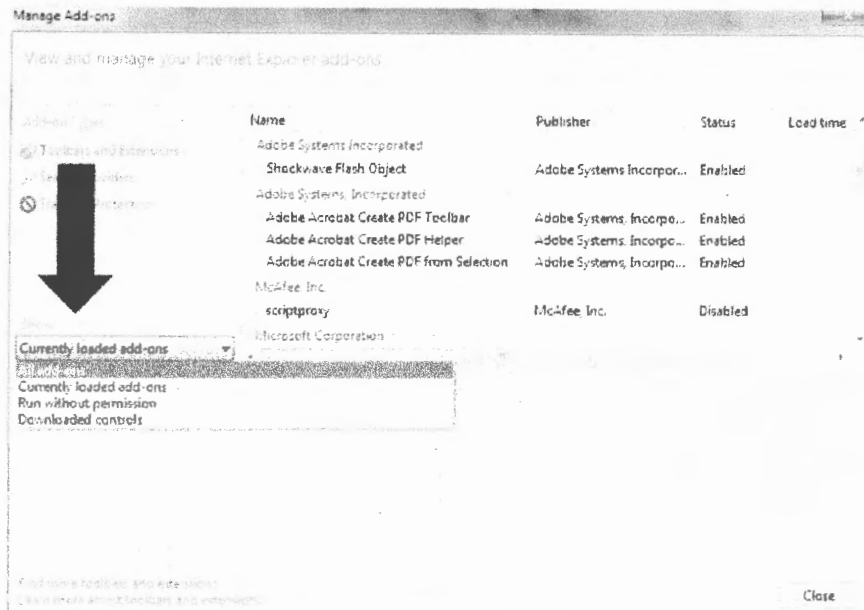


Figure 5 Meeting add-ons location

- Ensure that the options for java are enabled

Oracle America, Inc.

Java(tm) Plug-In SSV Helper	Oracle America, Inc.	Enabled
Java(tm) Plug-In 2 SSV Helper	Oracle America, Inc.	Enabled

Figure 6 Java Enablement

Trouble shooting:

- If the above operations are correct please contact your network administrator to coordinate further policies requirements.
- Reference the CYBERCOM TASKORD 15-0019 for Ports and Protocol configuration requirements.

1.3.Firefox

For use with most identified FireFox versions, the SSL state with associated CAC must be set correctly upon initiation of the browser and periodically reset to ensure that the prompt for authentication does not prevent access to DCS activities.

- Open the Options panel and locate plug-in and add-ons options location.



Figure 7 Firefox Option Menu

- Select the Add-ons button to open a new tab for plugin configuration

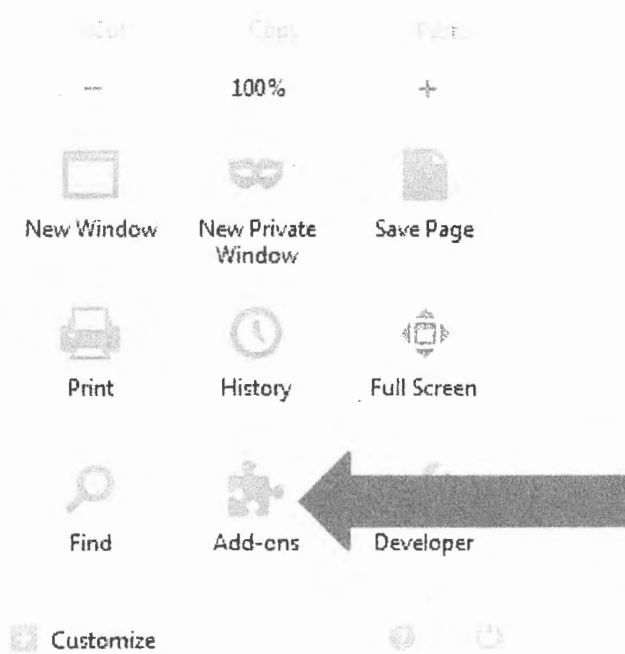


Figure 8 Firefox Add-ons list

- Ensure the Plugins tab is selected.

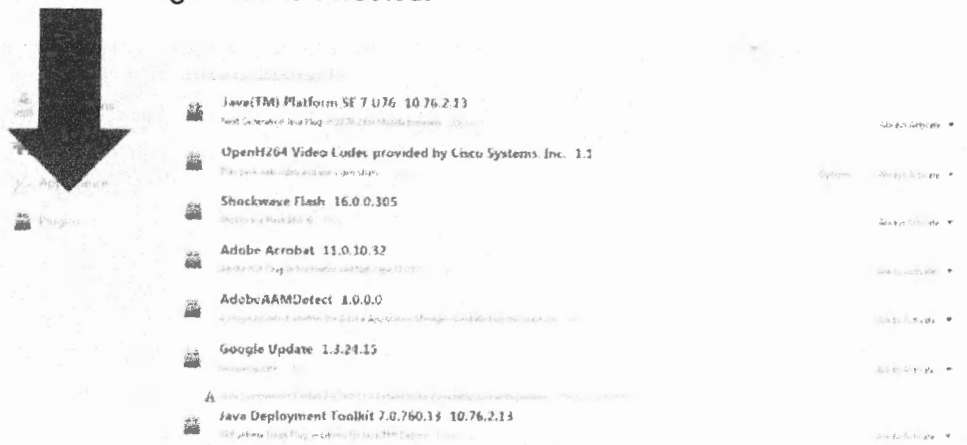


Figure 9 Firefox Plugins

- Identify if the Java plugin is present and set to Always Activate

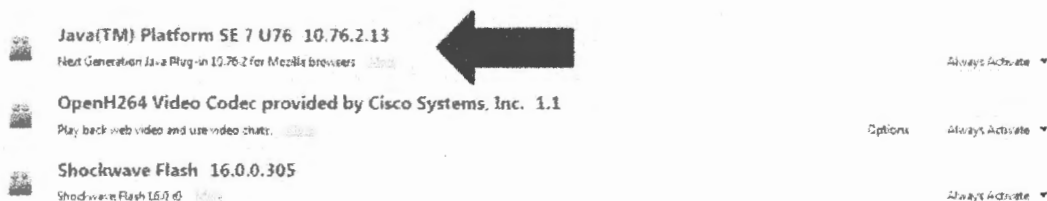


Figure 10 Firefox Java presence

- Ensure that the options for java are enabled

Trouble shooting:

- If the above operations are correct please contact your network administrator to coordinate further policies requirements.
- Reference the CYBERCOM TASKORD 15-0019 for Ports and Protocol configuration requirements.

1.4. Chrome

Chrome

- Enter **about:plugins** in the search field.

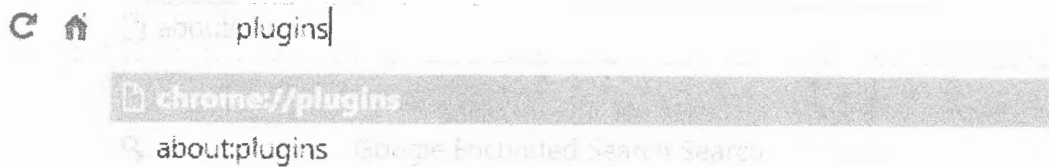


Figure 11 Chrome Plugins Access

- In the Plug-ins list, look for **Java** and check whether Java is enabled (if the Disable link appears, Java is already enabled)

Java(TM) (2 files) - Version: 10.76.2.13 (Enabled by enterprise policy)
NPRuntime Script Plug-in Library for Java(TM) Deploy

Always allowed

Figure 12 Chrome Java Enabled

- Click on the **Enable** link (if available)
- (Optional) Check the **Always allowed** box to stop additional Chrome warnings when running Java content

Trouble shooting:

- If the above operations are correct please contact your network administrator to coordinate further policies requirements.
- Reference the CYBERCOM TASKORD 15-0019 for Ports and Protocol configuration requirements.

Document Approval

Document Approved By	Date Approved
b6 Program Management Office	

Revision History

Version	Date	Revision/Change Description	Pages Affected
1.0	02/18/20	Initial Offering (Train-the-Trainers)	All
1.0	04/06/20	Update and completion	9-11

Table of Contents

Contents

Version 1.0.....	1
Document Approval.....	2
Table of Contents	3
1. Training Setup.....	5
1.1. Prepare Presentation Tools	5
2. Introduction.....	6
3. DCS Information Portal.....	6
3.1. General Information	6
4. DCS Home Page	6
4.1. Profile page.....	6
4.2. Accounts Page	6
4.3. Reservations (for recap)	7
5. DCS Meeting.....	7
5.1. Permissions within web meeting.....	7
5.1.1. Moderator Permissions	7
5.2. Meeting Status Toolbar	8
5.2.1. Meeting Admissions controls	8
5.2.2. Record Meeting	8
5.2.3. Meeting Window Timer.....	8
5.2.4. Meeting Logout	9
5.3. User Panel.....	9
5.3.1. Settings	9
5.3.2. Actions	9
5.3.3. Status.....	9
5.4. DCS Operations Tool Bar	9
5.4.1. Adobe Flash Configuration Settings	9
5.4.2. Desktop Share.....	10
5.4.3. Polling	10
5.5. Layout Toolbar.....	10
5.5.1. Log Button	11
5.6. Chat Panel.....	11
5.7. Presentation Panel	11
5.7.1. File Upload.....	11
5.7.2. File Download.....	11
5.7.3. Slide Navigation	11

6. Things to Remember 11

1. Training Setup

This training guide is to provide guidance for Mission Partners in dispensing information regarding the operation of Defense Collaboration Services (DCS) platform.

This guide assumes the audience possesses a basic understanding of system operation tasks. If further training or guidance is needed contact the training lead at the DCS PMO through email or phone.

Defense Collaboration Services (DCS) enables synchronous communication among the Non-classified Internet Protocol Router Network (NIPRNet) and Secret Internet Protocol Routing Network (SIPRNet). The capability includes Web Conferencing (session management, text messaging, application sharing/broadcasting, audio, presence and awareness, voting/polling, video, multiple sessions, and recording) and Instant Messaging (IM).

DCS supports authentication of Users through Common Access Card (CAC) and select hard token PKI enablement and provides access to unauthenticated (Select DOD mission partners) users by Moderator approval within meetings. Authenticated users are provisioned accounts upon first use that allow management/control of collaboration sessions. Unauthenticated Guest Users are provided ad hoc guest access without pre-specified roles/permissions within Meetings only.

1.1. Prepare Presentation Tools

- 1.1.1. In DCS, Load the "DCS Training" presentation slides into the Display Panel
 - The presentation can be found on the DCS Information Portal, through a DCS Calendar event workspace.
 - The presentation is a live document and should be reviewed to ensure that the most current version is used.
- 1.1.2. In the Chat Panel paste a greeting and welcome statement for entering participants.
 - The can include relevant URLs
 - This can include contact information
 - If needed, open any necessary TransVerse Group Chat rooms to accompany information deployment needs.
- 1.1.3. If using audio outside of DCS, create any required conferencing phone numbers and copy into the Chat Panel.
- 1.1.4. Ensure that required document files are available locally and set for upload.
- 1.1.5. Create and load any polls that may be used during the training session.
- 1.1.6. Verify recording status and ensure that session is set to record
- 1.1.7. Enter Meeting preferences window, located in the top right of the Meeting window, and select "allow all users" option to assist with accepting Users into the Meeting.

1.1.8. Initiate and verify integrated audio for communications.

1.1.9. Initiate and verify Webcam if being used if appropriate for local space and policies.

2. Introduction

Using DCS/DCO, review the first page of the presentation.

- Important to review that this is still a system in development
- This is a advanced review of the functions of DCS
- Inform participants that if there are any issues that arise during the training session to contact the Service Desk.
 - **disa.dscceis.mbx.dcs-support@mail.mil**
 - 1-614-692-0032

After you have read through the first page, stop sharing the brief and use the share desktop feature to focus on the screen which has the DCS Home Page available.

Open a browser and enter the URL for the DCS Information Portal.
<https://www.conference.apps.mil>

3. DCS Information Portal

3.1. General Information

- Updates and resources
- Calendar available for most up to date information check often
- Getting Started section for new users.

4. DCS Home Page

4.1. Profile page

- The Profile page provides some basic information that has been supplied by DMDC
- Meeting activity for the account is displayed
- All reservations the User is attached to is displayed through use of the tabs in the upper right corner
- Profile information cannot be changed on DCS
- "Edit Profile" under the picture space holder directs Users to DMDC
- Information may only be altered through DMDC

4.2. Accounts Page

- Provides three pieces of information
- Time zone able to be altered
- Has no effect on DCS at all
- No other information able to be altered
- User name is derived from DMDC – do not worry if not recognized

4.3. Reservations (for recap)

- Recordings tab
 - Dependent on status of User
 - To view user must be associated to Reservation
 - May download to desktop
- Admin Tab / Admissions
 - Users may be added with wildcard operator (*)
 - Produces error if used as first character
 - Only allows 33 characters, use operator if search is greater
 - Only produces one result at a time
- Admin Tab / Users
 - Only "Admin" and "Moderator"
 - No "User" permission in Reservation
- Start / Option buttons
 - Start and Options buttons direct to exact same menu
 - If process appears clumsy submit enhancement request to Service Desk
 - Initially no options set
 - All options selected are persistent until next alteration
 - Setting above 250 users does not enhance or ensure larger meetings
 - Record option must be selected prior to Meeting start
 - Fast start button uses prior selected options

5. DCS Meeting

The enhanced review and training session is intended to focus in on the individual buttons and intended operations. While a large amount of time can be occupied by the exercise, it is important to focus on the Trainee's needs and see if there are any questions. The event can be performed in a facilitation method if easier. The focus will be broken down to 6 major areas to assist with focus and time requirements.

5.1. Permissions within web meeting

Permissions are broken down into 4 different categories for DCS meetings: Moderators, Presenter, Users, Guests. Each of these categories have different abilities and restrictions.

5.1.1. Moderator Permissions

- All users associated with the Reservation will enter the meeting with Moderator permissions
- Able to grant and decline Presenter permission to any user
 - Must be careful to not "step" on other moderators
 - All moderators have the same permissions and may override each other.
- Able to Remove Users from Meeting

- Able to grant other Users the Moderator permission for a Meeting
- Able to lock User permissions

5.2. Meeting Status Toolbar

Located in the upper right of the Meeting window, this toolbar controls User admittance, meeting logout timer, and recording. This toolbar contains the admittance settings control. This is important to watch as a Moderator as if set improperly this may allow for a security issue or event to arise.

- “Open Configuration Window” represented by image of a wrench
- All selections made for User Management are persistent until changed
- Demonstrated and review settings
- Begin and end of recording located here
- Recorded in “Chapters” of 60 minutes
- If Meeting longer than 1 hour, recording will automatically start/stop
- Review logout timer
- Logout timer automatically resets when microphone activated and used

5.2.1. Meeting Admissions controls

- Two different ways of setting admissions for users joining
- Can be performed individually when option for “ask moderator” is chosen
- Option to set administrative options for meeting window available.

5.2.2. Record Meeting

- Records “streams” from the meeting. Each panel being a separate stream.
- Currently only Presentation Panel, Web Cam Panel, Desktop Screen Sharing, and integrated audio are captured.
- Presented in .MP4 format.
- Available after a “processing time” upon completion of the meeting
 - Processing time varies based on the length of the recording
- Only available by download
- Only those associated with the reservation have access to download recording
- DCS is not intended to be used as a hosting solution, recordings may be downloaded locally and provided based on local retention and knowledge management policies.

5.2.3. Meeting Window Timer

- Is set to 120 minutes
- Is unique to each user meeting window
- Host timer is not connected to overall meeting operation.
- Timer can be reset two different ways
 - Click “Reset Timer” button
 - Use integrated audio actively
- Meeting will only end two ends
 - A Moderator selects the “End meeting and kick all users” button in the User Panel
 - The last active user in a meeting times out
- Meetings are intended to last for 12 hrs before being restarted to allow for refresh of resources.

5.2.4. Meeting Logout

Through use of the button in the upper right of the Meeting window a User may logout of a meeting without ending the meeting. The User's instance of the meeting will end and they will be removed from the User Panel and the meeting. This differs from the "End meeting and kick all users" button option that is available to Moderators of a meeting. User of this red button in the User Panel will end the meeting, remove all Users from the meeting and release all resources of the meeting causing any uploaded files, logs, and chat to become non-accessible for future use.

5.3. User Panel

Moderators using the User Panel all have the same rights and permissions. Moderators may "step" on each other when operating during a meeting.

5.3.1. Settings

- Different view as Moderator compared to other users
- Provides for "Raise Hand" function
- Moderator is able to lower all hands
- Mute features
 - Only performed once
 - Users are able to unmute after this feature has been selected
 - There is no permanent solution to allow moderators to mute users
 - The lock feature allows the Moderator to limit user configurable panels
 - Review options
 - Once locked requires Moderator changes
- All Moderators have privileges for editing User Panel Settings.

5.3.2. Actions

- Ability to kick or remove users from the room
- Ability to set user to Moderator

5.3.3. Status

- Moderator identified under "status" column on left side
- Presenter identified under "status" column on left side
- Webcam status displayed under "media" column
- Microphone status displayed under "media" column
- Review how to identify when something is "live"

5.4. DCS Operations Tool Bar

5.4.1. Adobe Flash Configuration Settings

- Review the activation upon opening Meeting window

- Review two methods for microphone configuration
 - Click on the “Microphone” button
 - Right click anywhere on the window and select “Settings”
- Review how to locate speaker and microphone inputs
- Note that error to configure may require local assistance and not initially DCS Service Desk
- Review how to configure Webcam
- State that issues may require local assistance initially (connections,

5.4.2. Desktop Share

Requires that Java Version 7 Update 35 or better be installed to the local system and configured correctly with the web browser. Based on local system administrative policies the use of Java may not be allowed and cause the feature not to function. Local system administrator should be contacted prior to DCS Service Desk. The feature allows for both full-screen and designated region of screen sharing.

- Demonstrate how to initialize Desktop sharing
- Demonstrate full-screen and region options

The feature shares at a specific rate and may cause some to think there are issues with the feature. The refresh is that in which it may be difficult for PPT and other visual mediums that have moving images. There is no ability to control another Users application available in DCS. Only one Presenter at a time may have control over the display that Users are receiving.

5.4.3. Polling

This feature is located in the upper left corner of the Meeting window. Polls can be created prior to the meeting and saved into the drop down list. Polls will only display to the group of Users currently in the Meeting. The Moderator will not view how the Poll is displayed to Users. All new Users entering the Meeting after the Poll has been released will not have the option to view the Poll unless it is reposted.

- Demonstrate building a poll
- Demonstrate saving a poll
- Share view of Moderator screen for “active” poll

5.5. Layout Toolbar

Located in the bottom right of the meeting window, this toolbar assists with the display of the 4 different panels within the Users Meeting window. The ability to configure, save, load, and force upon the Meeting window is present. When “saving” a display, the display list is saved with the current display saved as “custom layout”. When loaded, the file contains a list of all the standard and custom layouts that were present.

- Review pop-up list
- Review movement of different panels
- Review saving list to local system
- Review loading list from local system
- Demonstrate forcing local display configuration to users

5.5.1. Log Button

The log button found in the bottom right provides information to the User along with requested information to the Service Desk when communicating regarding errors or technical issues. This may also be used to identify attendee information. Copy-Paste the log to a Microsoft Word Document format and search the text for the term "joined". This will identify all Users, status, time enter during the course of the meeting.

5.6. Chat Panel

The Chat Panel maintains the ability for Users to perform two types of chat. General chat to the group provides the information to all Users within the Meeting. The Private option allows for peer-to-peer chat within the meeting. The Chat Panel is singular and cannot be replicated or duplicated. The DCS Chat Service may be used in conjunction with the Chat Panel within the Web Meeting to allow for multiple rooms and break-out capabilities.

5.7. Presentation Panel

The Presentation Panel is mainly reviewed in the Beginner training. There are three areas of focus for the Advanced Training File Upload, File Download, and Slide Navigation.

5.7.1. File Upload

The Present is able to upload files for display to all Users. The Presenter is able to upload docx., pptx., exclx., PDF, and JPG files. Files uploads go through a conversion process that "flattens" the files. This removes all animations and may shift elements of the file based on content complexity. It is recommended that all Users flatten out their files through a conversion to a series of images then back to PDF form prior to displaying.

5.7.2. File Download

Files may be downloaded in PDF format and currently none other. At this time DCS is currently unable to provide files in native formats. Files may be downloaded as a screenshot, slide by slide in JPG format.

5.7.3. Slide Navigation

The Navigation button in the bottom center may be used as a slide-by-slide method of stepping through uploaded documents or may be depressed to jump between non-adjacent slides for more robust navigation.

6. Things to Remember

Transverse is being pushed out.

SIPR/NIPR have similar Information Portal, Same Home Page and Meeting Window.

Other Training available:

- Advanced User
 - Focuses on Meeting window
 - Covers all operations / functions / buttons
- TransVerse client
 - Where to find, how to download, information available
 - How to start
 - General operation

UNCLASSIFIED // ~~FOR OFFICIAL USE ONLY~~



**Defense Collaboration Services
Beginner Training Guide**

Version 1.0

February 10, 2015

**Defense Information Systems Agency
Enterprise Information Services
PEO-Enterprise Services**



Document Approval

Document Approved By	Date Approved
b6 Program Management Office	

Revision History

Version	Date	Revision/Change Description	Pages Affected
---------	------	-----------------------------	----------------

Table of Contents

Contents

Version 1.0.....	1
Document Approval.....	2
Table of Contents	3
1. Training Setup.....	4
1.1. DCS Information	4
1.2. Prepare Presentation Tools	5
2. Live Training: Session Introduction.....	5
3. Live Training: DCS Information Portal	6
3.1. PM Updates	6
3.2. Contact Information	6
4. DCS Live Training: Home Page.....	6
4.1. Create a new reservation	6
4.2. Reservation window	7
4.3. Start the conference.....	7
5. DCS Live Training: Meeting Window	8
6. Things to Remember	10

1. Training Setup

This training guide is to provide guidance for Mission Partners in dispensing information regarding the operation of Defense Collaboration Services (DCS) platform.

This guide assumes the audience possesses a basic understanding of system operation tasks. If further training or guidance is needed contact the training lead at the DCS PMO through email or phone.

Defense Collaboration Services (DCS) enables synchronous communication among the Non-classified Internet Protocol Router Network (NIPRNet) and Secret Internet Protocol Routing Network (SIPRNet). The capability includes Web Conferencing (session management, text messaging, application sharing/broadcasting, audio, presence and awareness, voting/polling, video, multiple sessions, and recording) and Instant Messaging (IM).

DCS supports authentication of Users through Common Access Card (CAC) and select hard token PKI enablement and provides access to unauthenticated (Select DOD mission partners) users by Moderator approval within meetings. Authenticated users are provisioned accounts upon first use that allow management/control of collaboration sessions. Unauthenticated Guest Users are provided ad hoc guest access without pre-specified roles/permissions within Meetings only.

1.1. DCS Information

Training occurs on a regular basis from the PMO and can be identified through the use of the Engagement Calendar on the Information Portal.

Log onto the DCS/DCO session prior to the start of the scheduled training

- <https://disa.deps.mil/disa/org/ES7/DCS/SitePages/Home.aspx>
- <https://www.dcs.apps.mil>

If using PMO provided training, visit the DCS Calendar and select the correct meeting.

1.2. Prepare Presentation Tools

- 1.1.1. In DCS, Load the "DCS Training" presentation slides into the Display Panel
 - The presentation can be found on the DCS Information Portal, through a DCS Calendar event workspace.
 - The presentation is a live document and should be reviewed to ensure that the most current version is used.
- 1.1.2. In the Chat Panel paste a greeting and welcome statement for entering participants.
 - The can include relevant URLs
 - This can include contact information
 - If needed, open any necessary TransVerse Group Chat rooms to accompany information deployment needs.
- 1.1.3. If using audio outside of DCS, create any required conferencing phone numbers and copy into the Chat Panel.
- 1.1.4. Ensure that required document files are available locally and set for upload.
- 1.1.5. Create and load any polls that may be used during the training session.
- 1.1.6. Verify recording status and ensure that session is set to record
- 1.1.7. Enter Meeting preferences window, located in the top right of the Meeting window, and select "allow all users" option to assist with accepting Users into the Meeting.
- 1.1.8. Initiate and verify integrated audio for communications.
- 1.1.9. Initiate and verify Webcam if being used if appropriate for local space and policies.

2. Live Training: Session Introduction

Using DCS, review the first page of the presentation.

- Inform participants that if any issues arise during the training session to contact the Service Desk.
 - **disa.dscc.eis.mbx.dcs-support@mail.mil**
 - 1-614-692-0032

After you have read through the introduction pages, begin the desktop screen share function. Select the full screen option.

Open a browser and enter the URL for the DCS Information Portal.

<https://www.dcs.apps.mil>

3. Live Training: DCS Information Portal

Review high importance information:

- DoD Transition to end 30 May, 2015
- DCO Services end 24 June, 2015
- No information from DCO will transfer to DCS. All existing meetings, user groups and recordings should be backed up and stored on a local system.
- Reference Guides and information sources on best practices for removal of information from DCO.
- All current information regarding services can be found on Information Portal

3.1. PM Updates

- This section located on the Information Portal provides most recent and relevant information to the User community.
- Please refer to this section for outage announcements or other system based information

3.2. Contact Information

- Provided is the contact information for the Service Desk
- Use as issues arise or for enhancement/requirement suggestions

4. DCS Live Training: Home Page

Select the "Continue to DCS" button (<https://conference.apps.mil/warning>)

Review the User Home Page

- Indicate the information comes from DMDC
- Note the "Profile" and "Account" pages.
 - Review information provided in "Profile" page
 - No ability to change information
 - Provides a personal use log
 - Review information provided in "Accounts" page
 - No ability for any changes to affect any other part of DCS
 - Locked information is non-changeable in DCS
- No personal or identification information may be changed in DCS
 - Information propagates from DMDC and changes can be made there

4.1. Create a new reservation

- Step through creating a reservation
- Identify required fields for completion

- Note that a unique URL is created, however is not able to be customized
- Reservations are placeholders providing persistent URL for meetings
- Reservations do not maintain the ability for document hosting or storage of material for user consumption.
- Only associated Users will see reservations and have access to reservation resources on their Home Page

4.2. Reservation window

Discuss Web conference Options (tabs across the top),

- Home
- Web Conference
 - Copy the URL associated with the meeting. You will provide everyone later.
- Recordings
- People
- Admin
 - General Options
 - Admissions
 - This is where you add your other Admin or Moderator
 - Only allows 33 characters
 - Must use complete DEE email address
 - Best to copy/paste from emails
 - FYI: There are Administrators and Moderators in the Reservation, only Moderators in the Meeting.

- ❖ The Administrator has the highest level of permission over the reservation and meeting.
- ❖ An administrator is able to change permissions of all users including themselves.
- ❖ The administrator maintains controls the overall operation of the web reservation and meeting.
- ❖ A Moderator permission level is a meeting presence only.
- ❖ The moderator does not gain additional abilities within the reservation space.
- ❖ The moderator may control a user's presence, audio status, chat, and presenting ability within the meeting but can be overridden by an administrator.

4.3. Start the conference

- Reservation Admin/Moderators are able to start the meeting through the reservation
- The Reservation Admin/Moderator needs to provide intended Users with the URL

- Authenticated Users and Non-Authenticated users may enter through provided URL
- There is no scheduling module to assist with URL dispense

5. DCS Live Training: Meeting Window

Using the currently open and running DCS meeting, start and open a new DCS reservation and meeting reviewing the steps needed.

This is a brief overview and only the panels and toolbars need to be referenced

- This will assist in building the vocabulary and identification for transitioning users
- Focus does not need to be placed on what each button does or how to perform actions
- The advanced training will cover the Meeting window in depth

Review Highlight feature list:

- Presenters able to share desktop through “Desktop Share” feature
- No application sharing or remote control/edits through DCS
- Availability Microphones / Webcams
- Timer to ensure that meetings close if not being used

Discuss the Meeting window, toolbars, and panels

Start on the top left

- Buttons: Microphone (all), webcam (all), desk-share (presenter), polling (presenter)
 - Webcam setup and desk-share features to be only described, not defined or in-depth (for advanced training)
 - Conduct a Poll
 - Use previously constructed poll
 - Target on users with questions, comments, concerns
 - Note that there will be a Q&A session at the end
 - How to construct a poll will be covered in advanced training
 - Review Microphone / webcam configuration and maneuver through Adobe flash configuration
- Meeting options (Moderators), recording (moderators), timeout (all), logoff (all)
 - Meeting options can be set and will perform for all users enter

- The panel that appears requesting User admittance approval is only for the list of requests contained in the panel
 - Recording is performed in 60 min. chapters
 - Timer resets upon push of button or use of integrated audio
 - Logoff will log the user off without closing the meeting
- Meeting Display Toolbar
 - Log
 - This can be used for users attendance
 - This may be requested when working with services desk
 - Is not persistent
 - Needs to be copy and pasted to notepad/word/etc.
 - Display configuration, change, load, push
 - To allow for different panel configurations
 - Initially allows all users to customize their own views
 - (Operations defined in advanced training)
- Chat Panel
 - Public chat (send a hello message to everyone)
 - Options/private chat (send a hello message).
 - How to record chat column covered in advanced training
- User Panel
 - Change presenter, show how when that changes the download/upload changes
 - Functions and abilities covered in advanced training
- Presentation Panel
 - Load the Opening presentation in ppt format to show how it converts
 - Say “While DCS will automatically convert Word, Excel and PowerPoint files to a PDF for you, sometimes the automatic conversion to PDF may introduce some issues with fonts, etc. Converting to PDF on your own system first allows view of final conversion prior to upload and generally has better results. Should you wish to show another type of file (say a project schedule or an image) you will need to convert it a .PDF prior to uploading”
 - Use the whiteboard to show how to mark up a document
 - Save a snapshot of the picture.

- Webcam Panel
 - Can handle 4 web cams at a time

6. Things to Remember

Transverse is being distributed; however it can be downloaded and installed also.

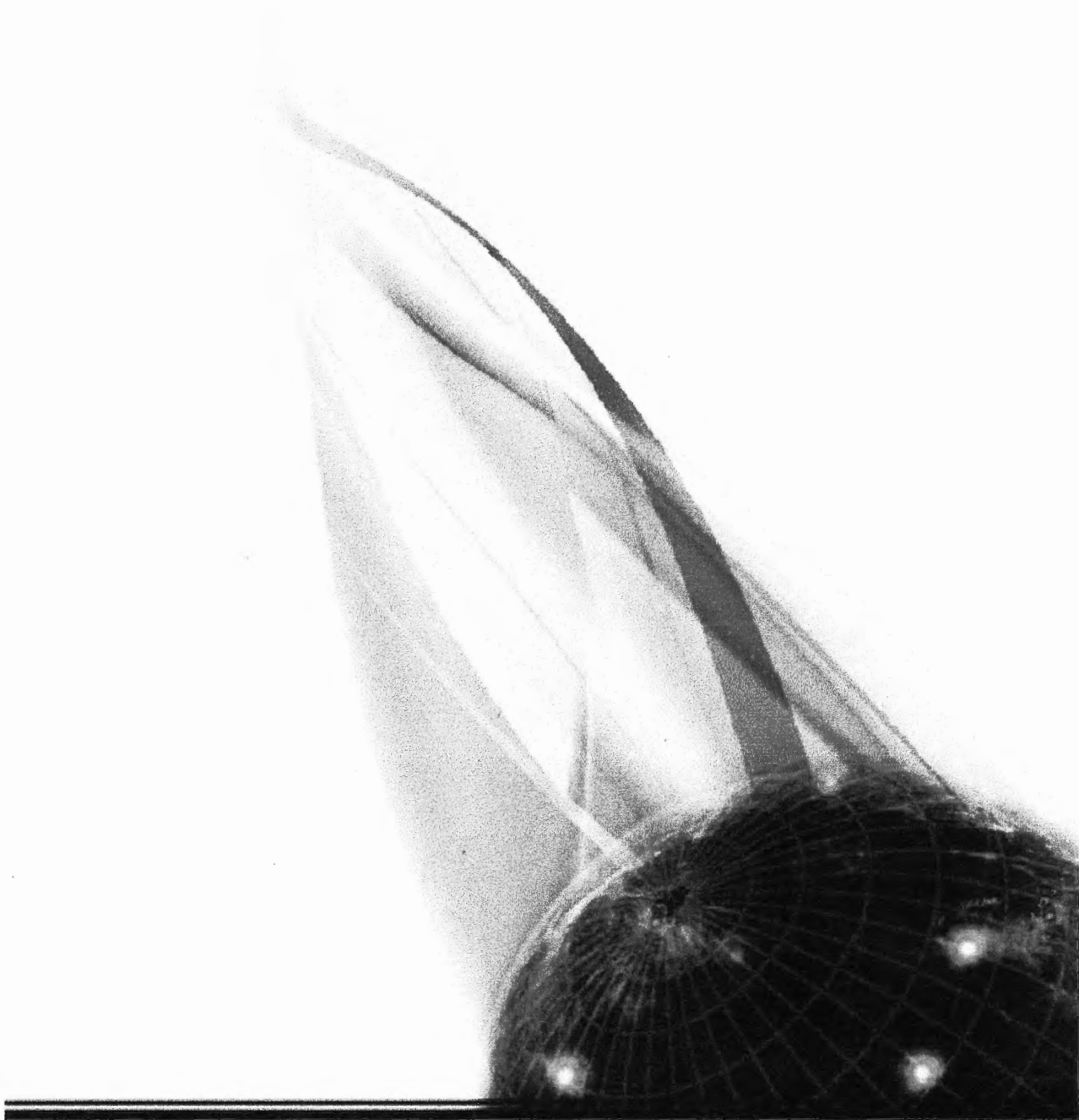
SIPR/NIPR have similar Information Portals, Same Home Pages and Meeting Windows.

Other Training available:

- Advanced User
 - Focuses on Meeting window
 - Covers all operations / functions / buttons
- TransVerse client
 - Where to find, how to download, information available
 - How to start
 - General operation

UNCLASSIFIED // ~~FOR OFFICIAL USE ONLY~~

DISA
Enterprise Services



DCS User Guide
May 13 2016

DEFENSE COLLABORATION SERVICES (DCS)

USER GUIDE

DRAFT V0.9

Defense Information Systems Agency

Enterprise Services Directorate

Enterprise Applications



COLLABORATIVE

GLOBAL

SECURE

UNCLASSIFIED // FOR OFFICIAL USE ONLY

Document Approval

Document Approved By	Date Approved

Revision History

Version	Date	Revision/Change Description	Pages Affected
0.1	03-Feb-14	Initial Version	All
0.2	26-Feb-14	Draft	All
0.3	27- Feb-14	First Release	All
0.5	11-JUL-14	Update for V1.0.1	All
0.6	25-Sep-14	Update for New Version	All
0.7	01-JAN-15	Add TransVerse Information	60-132
0.8	27-JAN-15	Reviewed and formatted	All
0.8	24-FEB-15	Updated Presenter Info	18, 33, 34, 36, 39, 40, 42, 49, 50, 53, 54, 55, 138
0.8	06 MAR 15	Log button info update	59
0.8	01APR15	Update CLASS	All
0.8	14 APR 15	Update for 1.1.2	8, 17, 18

Table of Contents

1	DCS Information	7
2	Registration and Accounts	8
2.1	Register and Use	8
2.2	DCS Security Configuration	8
2.3	DCS Public Key Integration	8
2.3.1	PIV Certificate Activation Steps	9
3	DCS Sections	16
3.1	DCS Information Portal	16
3.1.1	Portal Access and Design	16
3.1.2	DCS Portal Buttons / Sections	17
3.2	DCS Home Page	18
3.2.1	Entrance and Access	18
3.2.2	Profile Page	20
3.2.3	Account Page	21
3.2.4	Reservations	22
3.2.5	Create a Reservation	23
3.2.6	Reservation Home	24
3.3	Meetings	32
3.3.1	Meeting Permissions	32
3.3.2	How to Begin a Meeting	33
3.3.3	Joining a Meeting	35
3.3.4	Meeting Panels	37
3.3.5	Meeting Operations and Functions	44
	Appendix A - Glossary of Terms, Acronyms, and Definitions	61

Table of Figures/Tables

Figure 1 DCS Information Portal: DCS Entrance	7
Figure 2 RAPIDS page.....	9
Figure 3 DEERS page.....	10
Figure 4 CAC login	10
Figure 5 RAPIDS Self Service.....	10
Figure 6 Local ActivClient.....	11
Figure 7 Locate Local Certificates	11
Figure 8 Reset Certificates	12
Figure 9 Identify New Certificates	12
Figure 10 Confirm Certificates.....	12
Figure 11 Identifying Correct Certificate	13
Figure 12 Troubleshooting	14
Figure 13 Identify Smartcard	14
Figure 14 Set Correct Certificate Endpoint.....	15
Figure 15 DCS Information Portal Page.....	17
Figure 16 DoD IT Warning Page	19
Figure 17 DCS "My Home" Page	20
Figure 18 User Profile Page	21
Figure 19 DCS Accounts Page	22
Figure 20 Create New Reservation Button.....	23
Figure 21 Define New Reservation	24
Figure 22 Reservation Home Page	24
Figure 23 Non-Admin Reservation Page.....	25
Figure 24 Web Conference Access Tab.....	26
Figure 25 Recordings Tab	27
Figure 26 Recording Download.....	27
Figure 27 Open or Save Recording.....	28
Figure 28 Meeting People Tab	29
Figure 29 Meeting Admin Tab	30
Figure 30 Add User to Reservation	31
Figure 31 User Permission Options.....	31
Figure 32 Meeting User Privileges	32
Figure 33 Meeting Start Button	34
Figure 34 Meeting Preference Options Selection.....	35
Figure 35 Meeting User Start Button.....	36
Figure 36 Guest User Identification.....	37
Figure 37 Join Meeting Button	37
Figure 38: DCS Meeting Panels.....	38
Figure 39 Meeting Document Control Button Panel.....	39
Figure 40 Document Upload Control Window	40
Figure 41 White Board Control Panel.....	40
Figure 42 User Panel	41
Figure 43 Moderator options	42

Figure 44 Setting Buttons.....	42
Figure 45 End Meeting Option	42
Figure 46 Chat Panel	43
Figure 47 Chat Panel Options.....	43
Figure 48 Chat Panel Copy Messages.....	44
Figure 49 Flash Player Option Window.....	45
Figure 50 Meeting Page.....	45
Figure 51 Operations Tool Panel	45
Figure 52 Adobe Flash Player Settings Acceptance	46
Figure 53 Audio Setting Panel.....	46
Figure 54 Microphone Setup	46
Figure 55 Input Toolbar (Mute Button)	47
Figure 56 Input Toolbar (Web Camera).....	47
Figure 57 Web Camera Settings	48
Figure 58 Webcam Input Selection	48
Figure 59 Screen Sharing Button.....	49
Figure 60 Screen Share Panel	49
Figure 61 Trusted Connection Prompt	50
Figure 62 Browser Configuration.....	50
Figure 63 Java Run Confirmation.....	51
Figure 64 Regional Share Button	51
Figure 65 Sharing Notification	51
Figure 66 Screen Share Close Button.....	52
Figure 67 Completed Screen Share.....	52
Figure 68 Input Toolbar (Poll).....	52
Figure 69 Poll Setup.....	53
Figure 70 Poll Setup (Review and Publish).....	53
Figure 71 Save Poll.....	54
Figure 72 Published Poll	54
Figure 73 Stop Poll.....	55
Figure 74 Configurations Panel: Access Permission Button	55
Figure 75 Configurations Panel.....	56
Figure 76 Logout Timer.....	56
Figure 77 Logout Button.....	56
Figure 78 Record Meeting Button	56
Figure 79 Reservation Meeting Options.....	56
Figure 80 Start Recording.....	57
Figure 81 Meeting Layout Panel	57
Figure 82 Custom Layout.....	57
Figure 83 Save Layout Button.....	57
Figure 84 Load Layout Button.....	58
Figure 85 Lock Layout Button	58
Figure 86 Log Button.....	58
Figure 87 Log Window	59

Table 1 - Glossary of Terms, Acronyms, and Definitions 61

1 DCS Information

The Defense Collaboration Services (DCS) is being developed as the follow on DoD collaboration capability. DCS will enable secure communications and collaboration by providing two distinct services with PKI authentication. The web conferencing service includes a number of associated functions such as audio, webcam, white boarding, presentation sharing, desktop sharing, polling, recording, and a multi-user chat room.

To begin using DCS:

1. Go to <https://www.dcs.apps.mil>
<https://disa.deps.mil/disa/org/ES7/DCS/SitePages/Home.aspx>
2. Review training material as necessary located in the navigation column on the left for more detailed instructions.
4. Enter the DCS service using the button labeled "Launch Web Conference".

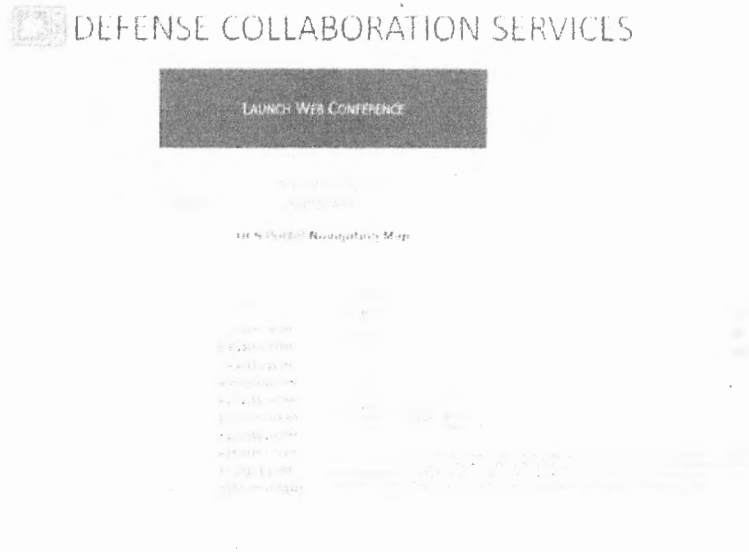


Figure 1 DCS Information Portal: DCS Entrance

Please Contact the Service Desk if an error, malfunction, failure to function, or operation issue occurs. If you have any questions regarding DCS, please contact the DCS Service Desk (disa.dsc.eis.mbx.dcs-support@mail.mil) or call 614-692-0032 (Country code 001) or DSN 850-0032 (DSN Country code 312). Toll-Free 1-844-347-2457

2 Registration and Accounts

2.1 Register and Use

DCS will be available to all users contained within the Defense Manpower Data Center (DMDC) identity database that maintain a Common Access Card (CAC) in the Unclassified Environment (UE) and PKI hard-token in the Classified Environment (CE).

DCS web conferencing and XMPP chat does not require registration or sponsored accounts. If you have a valid CAC or other PIV signature hard token you will automatically have access to DCS. Note: There is no Username and Password associated with DCS. Users that currently maintain dual personas or have in the past will require the activation and selection of their PIV certificate on the CAC.

No information, data, scheduling, meetings, files, or recordings will transfer from DCO upon sunset of the service. All chatrooms, groups, and settings contained within users DCO momentum Jabber client will **not** transfer to DCS.

2.2 DCS Security Configuration

The DCS team reminds Users that all Moderators are responsible for verifying the identities of their meeting attendees. Attendees who have entered the meeting without authenticating will have "(guest)" appended to their name.

Meeting Hosts are responsible for the moderating of sensitive material provided or displayed within the meeting. Any breach or spillage should be reported properly.

At this time the Defense Collaboration Services (DCS) system is not approved for transmission of PII and PHI information as identified in NIST SP 800-53, DoD 5400.11-R Department of Defense Privacy Program and DoD 6025.18-R DoD Health Information Privacy Regulation. For further reference please review these documents along with the Privacy Act and Health Insurance Portability and Accountability Act Core training document created by TRICARE.

2.3 DCS Public Key Integration

DCS uses the email signature certificate from a User's CAC for authentication purposes on the Information Portal, Home Page, and Meeting window. This will work for all Users who have never maintained "Dual Persona" status with DMDC. Those Users who have at any point ever maintained "Dual Persona" status will need to use the PIV certificate for authentication into DCS and the DEPS Information Portal.

2.3.1 PIV Certificate Activation Steps

In order to access DCS, DOD Enterprise Portal Service (DEPS) and/or Enterprise Email (EE), you will need to activate your PIV certificate if you are (or were) ever a dual persona user. The web site to do so is https://www.dmdc.osd.mil/self_service.

To use functions within RAPIDS Self Service to update your CAC you must have the following installed on your computer:

ActivClient (32-bit), JRE (32-bit) and a 32-bit browser (such as Internet Explorer 32-bit)
Or
ActivClient (64-bit), JRE (64-bit) and a 64-bit browser (such as Internet Explorer 64-bit)

Step 1 - After entering the link in your browser you should see the RAPIDS Self Service Portal (Figure 2).

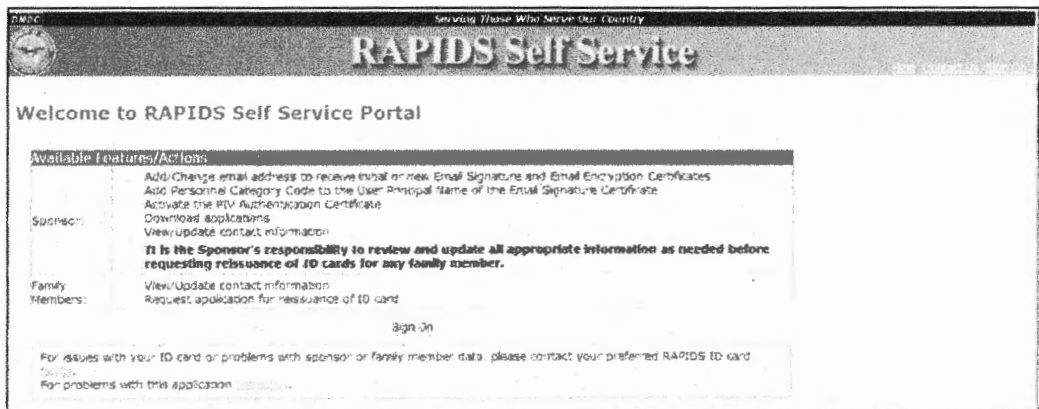


Figure 2 RAPIDS page

Step 2 - Click 'Sign On'. And you will be taken to the "Self Service Consent to Monitor" page (Figure 3). Select "OK".

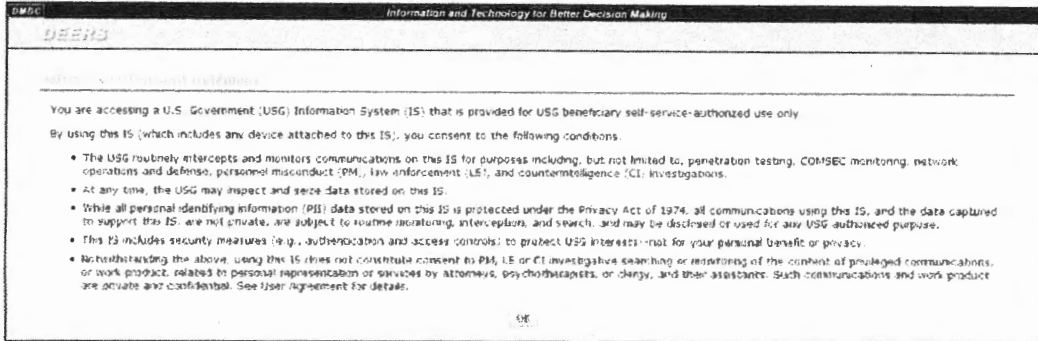


Figure 3 DEERS page

Step 3 – From the CAC Login page (Figure 4) select “Login”.



Figure 4 CAC login

Step 4 - Select your email certificate and you will be taken to the RAPIDS Self Service Screen (Figure 5). Click on 'Activate PIV' and follow the instructions. Once complete, you should be done with the RAPIDS web site.

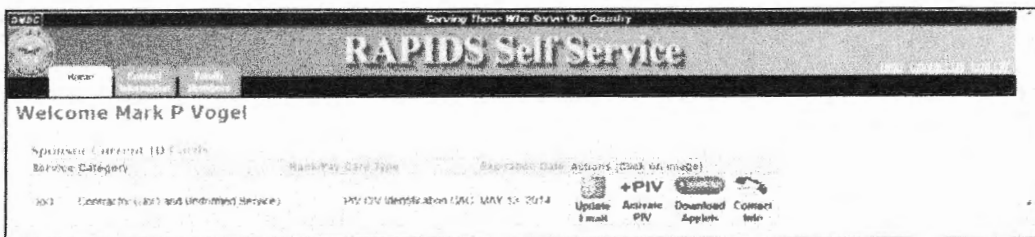


Figure 5 RAPIDS Self Service

Step 5 - Next click on the Microsoft start button, go to the ActivIdentity folder, then the ActivClient Folder and click on 'User Console' (Figure 6).

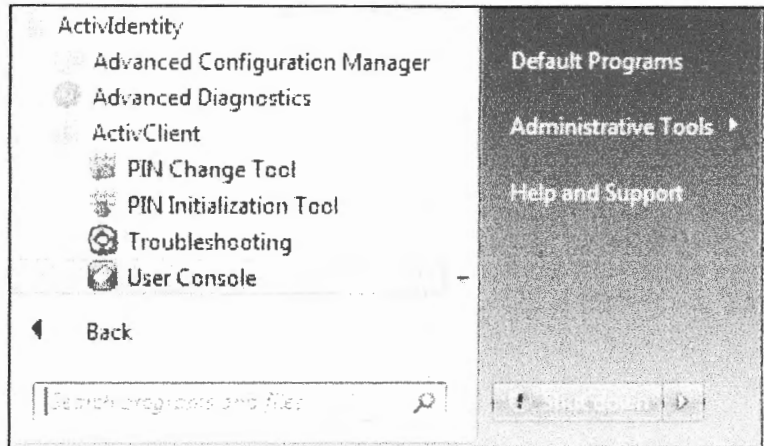


Figure 6 Local ActivClient

Step 6 – Double click on my certificates. Click on views and select list (Figure 7). You should now see a PIV Authentication Key certificate in your certificate list. If not, step 5 did not complete successfully.

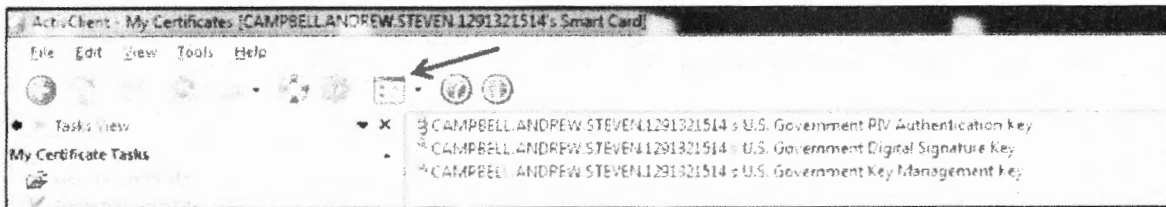


Figure 7 Locate Local Certificates

Step 7 – Go to Tools -> Advanced and select 'Forget state on all cards' (Figure 8). Remove and reinsert the smart card in the smart card reader.

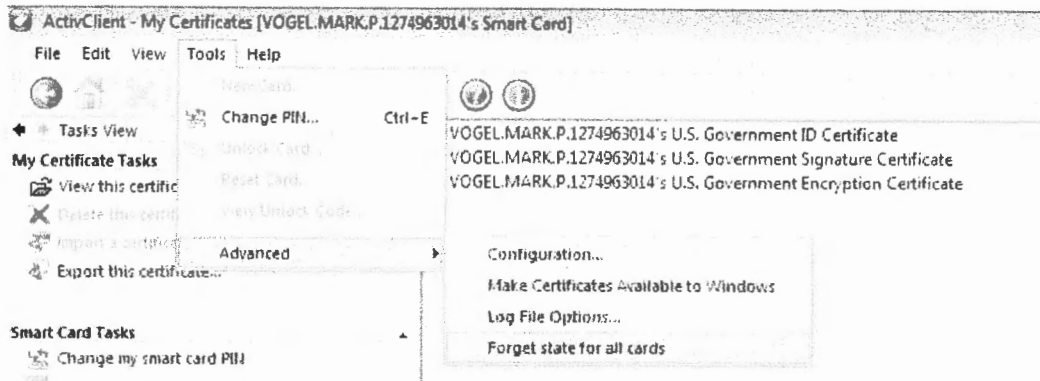


Figure 8 Reset Certificates

Step 8 – Go to Tools -> Advanced and select 'Make Certificates Available to Windows' (Figure 9).



Figure 9 Identify New Certificates

Step 9 – You should get a confirmation message similar to Figure 10.

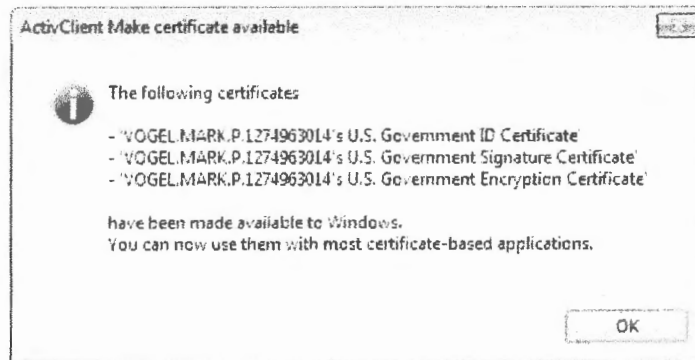


Figure 10 Confirm Certificates

Step 10 - Your PIV certificate should now be available to you when you attempt to log into DEPS; you *MUST* select the PIV certificate in order to gain access.

However, which certificate is the PIV certificate is not obvious. For each certificate in your list, click on the 'Click here to view certificate properties' link.

Go to the 'Certification Path' tab (Figure 11) and scroll all the way to the right. Continue with each certificate in the list until you find the PIV certificate.

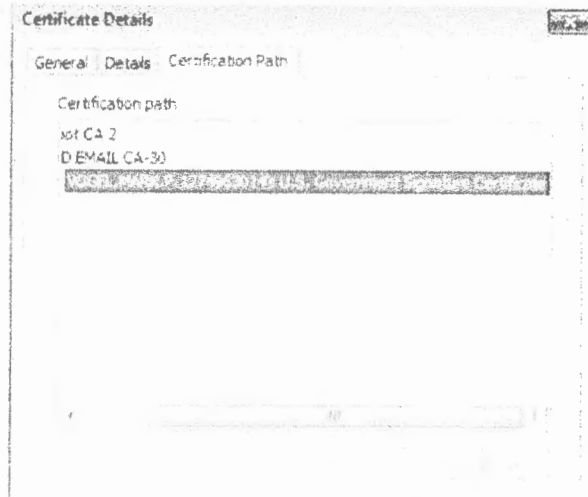
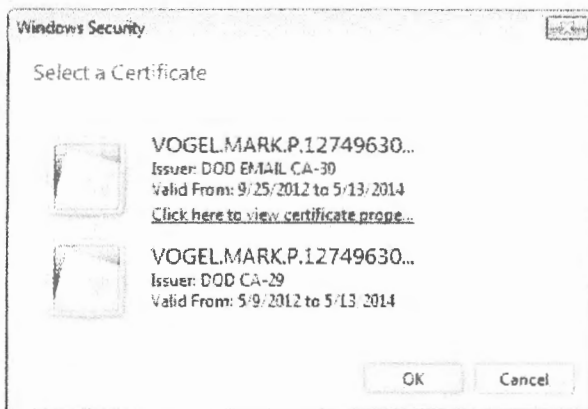


Figure 11 Identifying Correct Certificate



Step 11 – If your PIV is still not available after step 10, someone with administrator rights to the computer in question needs to open Active Client 'Advanced Configuration Manager' (Figure 12).

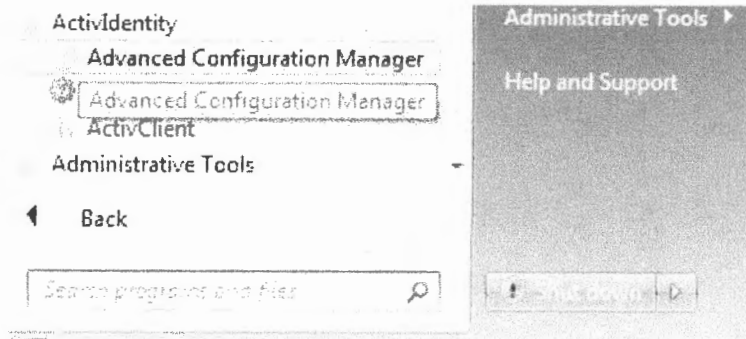


Figure 12 Troubleshooting

Step 12 – Select 'Smartcard' from the list.

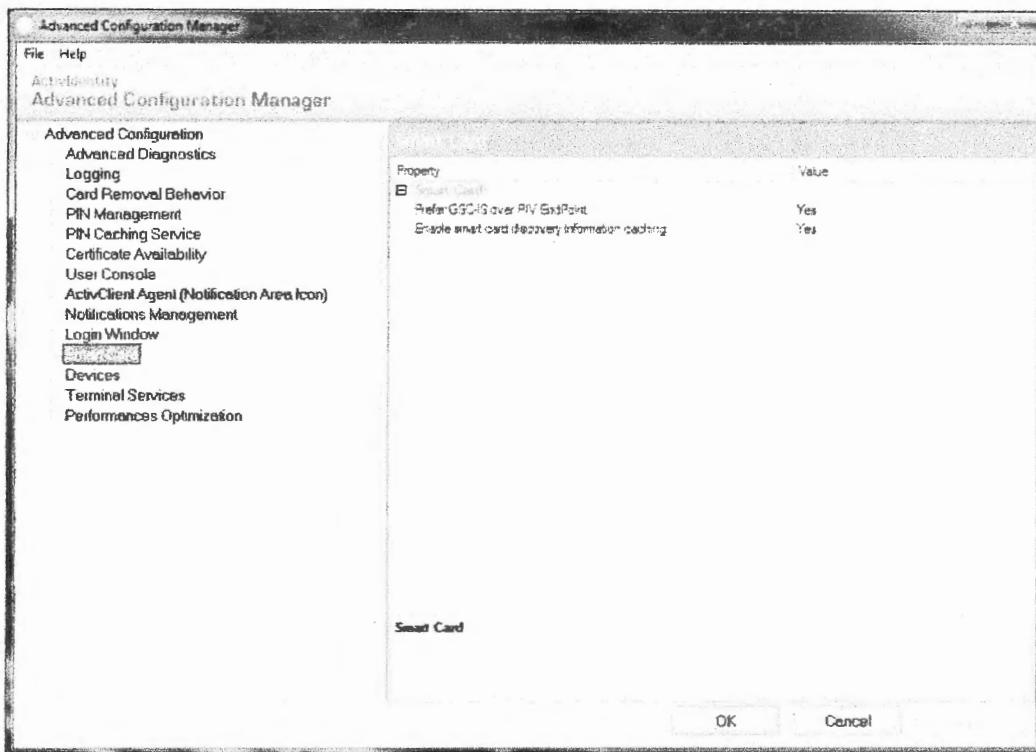


Figure 13 Identify Smartcard

Step 13 – From the Smart Card Window below select 'Prefer GSC-IS over PIV EndPoint' and change the value to no. Click 'Apply' and then 'OK'.

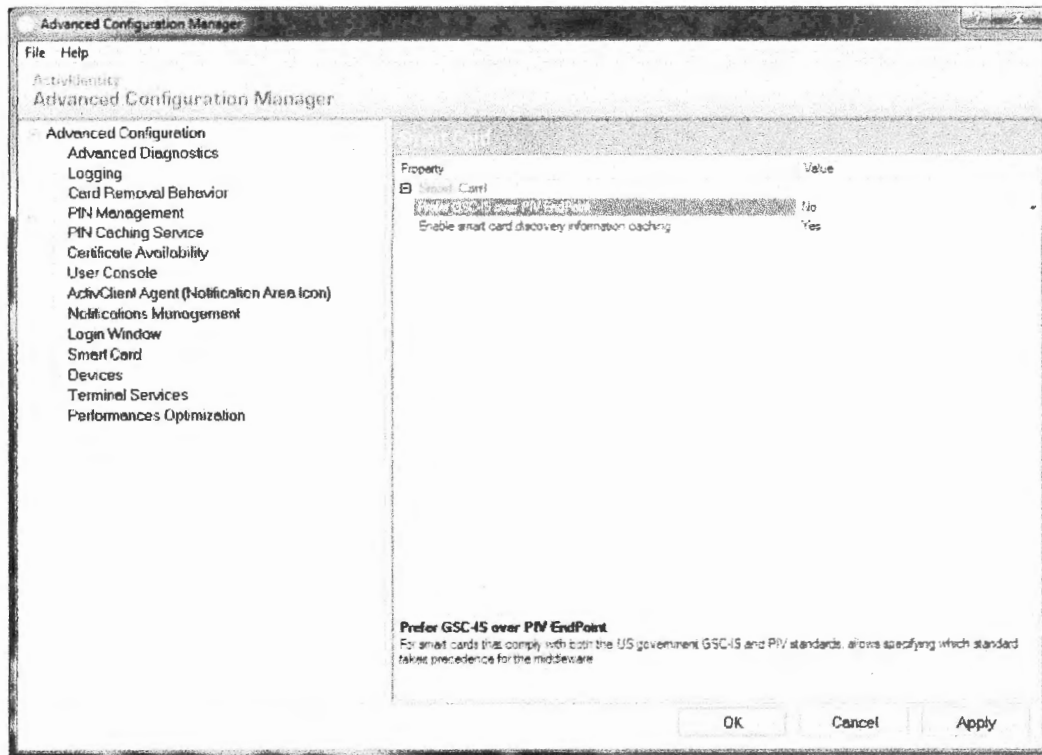


Figure 14 Set Correct Certificate Endpoint

Step 14 – Reboot the computer. The computer should then begin to recognize the PIV Certificate.

If you are an end user and you are still experiencing problems you will need to contact your level 1 service desk representative. If you call DISA Mechanicsburg level 2 service desk directly we will direct you to your level 1 service desk.

3 DCS Sections

Navigation through DCS will be within four areas and referred to as the DCS Information Portal, DCS Home Page, DCS Meeting, and DCS Chat Client. Below are descriptions of each of the DCS interactive environments.

DCS Information Portal: The DCS Information Portal page contains the information needed to understand and operate the DCS service on NIPR/SIPR with the ability to selectively submit feedback to the program through interaction with the product service desk. Announcements posted by the DCS PMO regarding system availability will be posted along with training events and pertinent information regarding any future events for the DCS service. Please refer to 3.1 for further detailed information.

DCS Home Page: The DCS Home Page provides the user a platform for reservation creation after being authenticated through the use of their CAC or other PIV signature hard token if user is maintains dual persona accounts. Users will be able to create and administer reservations and invitations to scheduled Meetings. Users will be able to access their recorded Meetings however will not be able to load or store files for use in Meetings. Please refer to 3.2 for further detailed information.

DCS Meeting: The DCS Meeting window comprises up to 6 different panels: Display, Chat, Web Cam, Poll, Screen Share and User. Within the DCS Meeting window the user will be able to interact with the presentation and other users at various permission levels. The Meeting is where a user with proper permissions may be able to upload documents for use in presenting and whiteboard use. Audio and web cam integration is supported and can allow the user to interact with others at Moderator, Presenter, User, and Guest permission levels.

DCS Chat Service: DCS allows for connection to a chat service through the Extensible Messaging and Presence Protocol (XMPP) by a PKI enabled chat client that accepts credentials associated with the CAC. DISA provides an approved version with associated documentation for distribution; however, users may use any platform in which they are able to install.

3.1 DCS Information Portal

3.1.1 Portal Access and Design

To access DCS, close all previously opened browser Windows. Using a browser that supports access to the DISA Defense Enterprise Portal Service (DEPS), access the URL: <https://dcs.apps.mil>.

DEFENSE COLLABORATION SERVICES



Figure 15 DCS Information Portal Page

3.1.2 DCS Portal Buttons / Sections

The main sections of the DCS Home Page (Figure 15) are as follows: Disclaimer, Announcements, DCS Information, Access to DCS, Calendar, Training Information, XMPP Chat Information, Request Addition to Email List, Survey and FAQ information.

Disclaimer: Provides users the information needed to make decisions based on the provided service and their current needs through the sunset period of DCO. This disclaimer may change and be updated with no prior notification. Any changes made to the system will be provided to the user community in accordance with DISA information release policies. Located at the bottom center of the Portal site, the red color font indicates the need to be reviewed prior to initial use of the DCS service

Announcements: Within this section located in the top center of the DCS Portal page is information concerning day to day operations and information that is pertinent to users for conferencing abilities. Information regarding current operating status, updates to services, or other general information for distribution may be found here.

Launch Web Conference: This button, located in the center of the page directs users towards the DCS Home Page. Once selected, the user will be prompted with the DoD IT warning and acceptance, along with the authentication prompts to verify users and their ability to use service.

Resources and Information: The Resources and Information button provides the user with a listing of links for further information regarding the web conferencing and chat service.

Frequently Asked Questions (FAQ): Commonly asked questions and process are located at this site. This is to be referenced when questions arising from operations or difficulties in completing tasks are present.

Getting Started: This button and link directs Users to a site where high level step are provided to help the user get started with DCS. This is the quickest method to start using DCS and identify needed resources.

3.2 DCS Home Page

The DCS Home Page provides general information and access to the configuration and setup portions of the DCS web conferencing abilities. There are no locations to store or distribute files or documents to personnel. There are no search capabilities located on the DCS Home Page.

3.2.1 Entrance and Access

To access the DCS Home page and the ability to schedule and create meetings the user must authenticate and agree to the DoD IT warning statement. Select the "Launch Web Conference" button on the DCS Information Portal.

When prompted for authentication, **select the valid DoD E-mail certificate**. You will now be taken to the DoD IT Warning Statement page (see Figure 16). Read the terms of use and select accept to continue.

Users that maintain Dual Persona credentials, which can be indicated by maintaining multiple CACs, being in two different categories of government service including a contractor and member of the National Guard along with users who have previously maintained Dual Persona credentials will have to enable the PIV certificate on their CAC. Please review the Dual Persona Login document for further information. Once enabled the directions for use are the same as below but using selection of the PIV certificate INSTEAD of the CAC email certificate.

Guest users attempting to enter the DCS system without the ability to authenticate via CAC (UE) or hard token (CE) will be taken to an error page due to the lack of ability for authentication. Guest users when supplied with a meeting URL will have the ability to join the meeting.

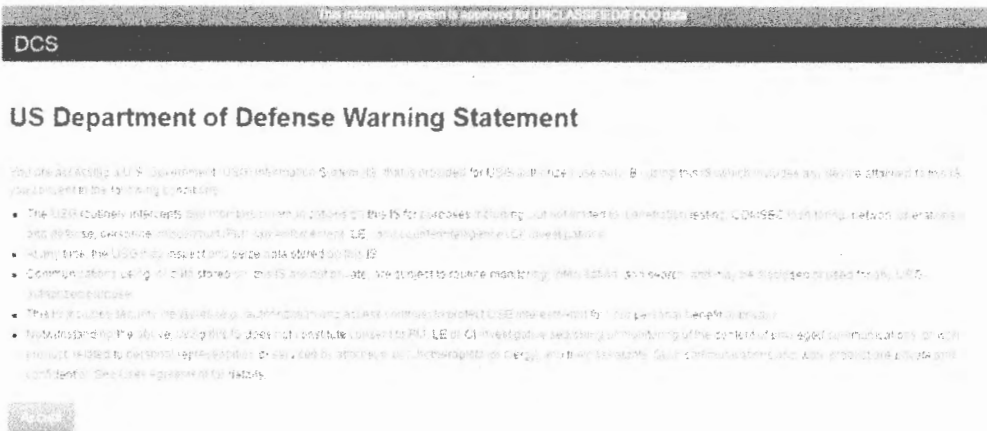


Figure 16 DoD IT Warning Page

No account creation is needed. Information automatically updates in the profile based on a short delay from DMDC. **Account information and previous activities on Defense Connect Online (DCO) will not transfer to DCS.**

Information for DCS profile and authentication is propagated from DMDC through use of Identity Synchronization Service (IdSS). Information trickles down from the DMDC authoritative source and renews every 8 hours. Any changes made to the DMDC database will show up in DCS within 1 day.

The DCS Home page provides an overview of your DCS Meeting reservations and activities. In it you are able to access your profile page and your account page. From the DCS Home page, you are able to create new reservations and view reservations you have previously created or may be invited to. The actions and abilities of the Reservation function are discussed in Section 3.2.4.



Figure 17 DCS "My Home" Page

The Home page has three different sections: Navigation, Profile, and Reservations. These sections consist of horizontal banners with the color transitions on the Home Page as displayed in Figure 17. The Navigation section persists on all pages and provides the ability to return to the home pages and logout of the DCS service. The Profile banner provides the account information to verify that the user is in the correct account and navigation to the "Profile" and "Accounts" pages. The Reservation section displays all the reservations that the user maintains permissions in along with the button to create new reservations.

3.2.2 Profile Page

The Profile page (See Figure 18) provides general information about the user (Name as it appears on their CAC, E-mail, and organization). It also provides a summary of your recent activity in DCS. **Users are unable to change or edit information or images contained within the profile page.** All edits to user information contained on this page must be made through the Defense Manpower Data Center (DMDC) milConnect portal. The portal can be found at: <https://www.dmdc.osd.mil/milconnect>.



Figure 18 User Profile Page

Access to the milConnect portal can also be gained through the “Edit Profile” link below the shadow image on the right hand side. The “Recent activity” and “Reservation” tabs located in the upper right corner provide a list of meetings that the user has participated in recently in two different formats.

Links found in the DCS banner are common across both the “Profile” and “Account” pages. The “My Home” link allows the user to return to the DCS Home Page. The drop down menu with the user name located over it provides a secondary method of access the “Profile” and “Account” page along with the ability to logout.

3.2.3 Account Page

The Account page, access found through the link in the DCS banner on the “My Home Page” or through the dropdown menu provided on the “Profile” page, provides users with information about their account (E-mail, User ID, Time zone).

Users are unable to change or edit information or images contained within the Account page other than time-zone. The information on this page can only be seen by the User. Adjusting the “Preferences” time zone drop down menu does not alter any other aspect of the DCS tool.

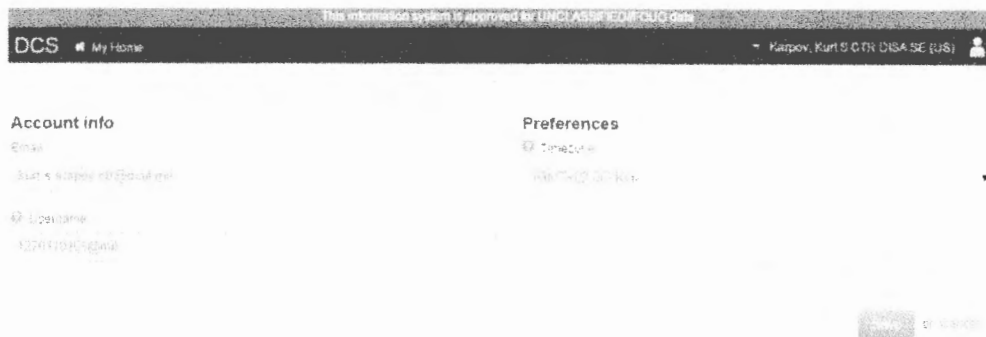


Figure 19 DCS Accounts Page

Links found in the DCS banner are common across both the “Profile” and “Account” pages. The “My Home” link allows the user to return to the DCS Home Page. The drop down menu with the user name located over it provides a secondary method of access to the “Profile” and “Account” page along with the ability to logout.

3.2.4 Reservations

Reservations are the visual placeholders that provide information pertaining to the instance Meetings. All meetings will require that the user creates a Reservation. Within the reservation pages Users are able to find tabs and links allowing the User to grant permission levels to participants, copy and provide the URL that will direct users/guests to the Meeting, start/stop Meetings, identify if the Meeting is to be recorded, and include how many participating users are anticipated for the Meeting.

No files can be stored in a reservation. Reservations will persist after a meeting has ended until a user deletes the reservation. If a User does not access a reservation for more than 180 days the reservation will be removed by the system and anything associated with the reservation will not function correctly. Permissions for other users may be granted for the reservation, but must be completed on a 1-by-1 process documented in Section 3.2.6.4.

Administrator: The Administrator has the highest level of permission over the web reservation. All Administrators have equivalent permissions with no one maintaining higher preference. An Administrator is able to change permissions of all users including themselves (Note: if no user has Administrator permissions there is no way to delete the reservation and this cannot be performed by the Service Desk or Tiered support administrators). The administrator maintains and controls the overall operation of the web reservation through the extra “Admin” tab within the reservation space. An Administrator of a reservation has the ability to edit reservation information, alter the meeting URL, download a recording, and start a meeting.

Moderator: The Moderator permission level differs from the Admin in the Reservation only. The inclusion of the user to the reservation will place a reservation placeholder within the Moderator's home page allowing for the ability to reference the meeting at a later time. The Moderator has the ability to download recordings and start a meeting through the reservation.

3.2.5 Create a Reservation

To create a reservation, go to the Home page by clicking "My Home"; click the "Create a new reservation" button on the right hand side of the screen. This step will take you to a new page where you will need to provide a Reservation name and description, both fields are required. The option to add a vanity URL is available under the "Web conference Parameter" field, but is not required. When this is complete click "create", you will be taken to your reservation's home page, Figure 22.

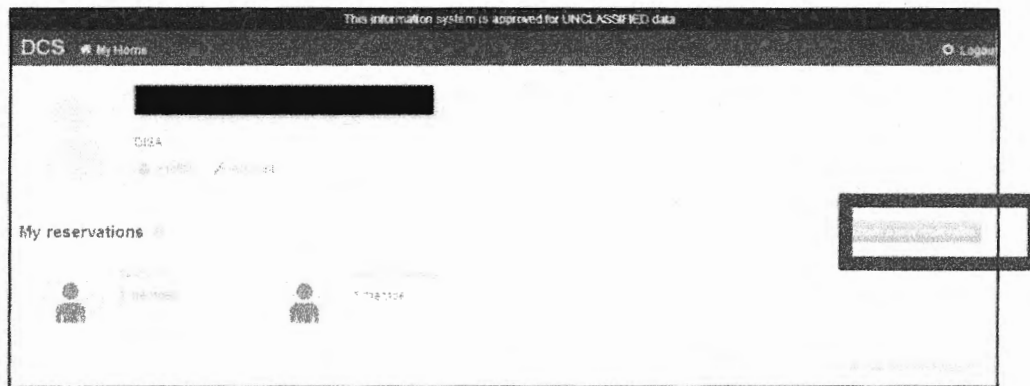


Figure 20 Create New Reservation Button

A name must be provided to the requested field to give the reservation an identifying attribute for yourself and other users to identify. The information provided by users in this field will not be used in the meeting URL or as identifying features to guest users.

Create a new reservation

Name

Webconference Parameter

Description



Figure 21 Define New Reservation

The Description field requires the User to provide information that would like to be shared with other users granted access to this reservation. The limitations to the vanity URL in the Webconference Parameter field are only characters allowed, no spaces or special characters. Once both fields are populated click on the “Create” button.

3.2.6 Reservation Home

The Reservations home page provides an overview of the created reservation (name of reservation, reservation description, users that recently joined) along with the abilities for reservation administrators, those granted admin permissions, to make edits to the reservation.

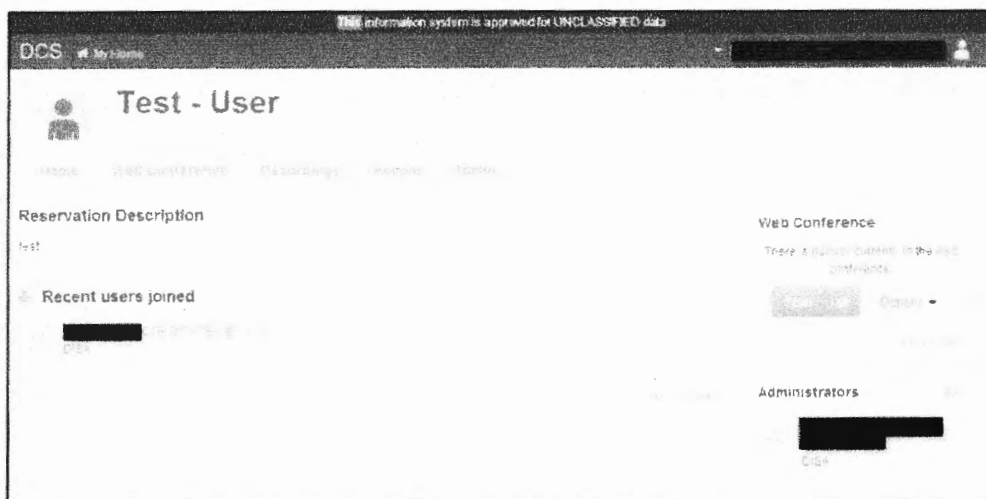


Figure 22 Reservation Home Page

Users that do not poses Admin permissions will view a page with different information and abilities than those as displayed in Figure 22 as seen in Figure 23.



Figure 23 Non-Admin Reservation Page

3.2.6.1 Tab-Web Conference

The "Web Conference" tab (Figure 24) provides information on current run status of the web reservation. The Meeting URL, used to invite other DCS Users to your meetings, is displayed in the center of the page.

To invite another registered User or Guest User, copy and paste the URL into the method of communication being used to provide the meeting invitation message. DCS is not configurable to interact with other applications for scheduling interactions or applications.

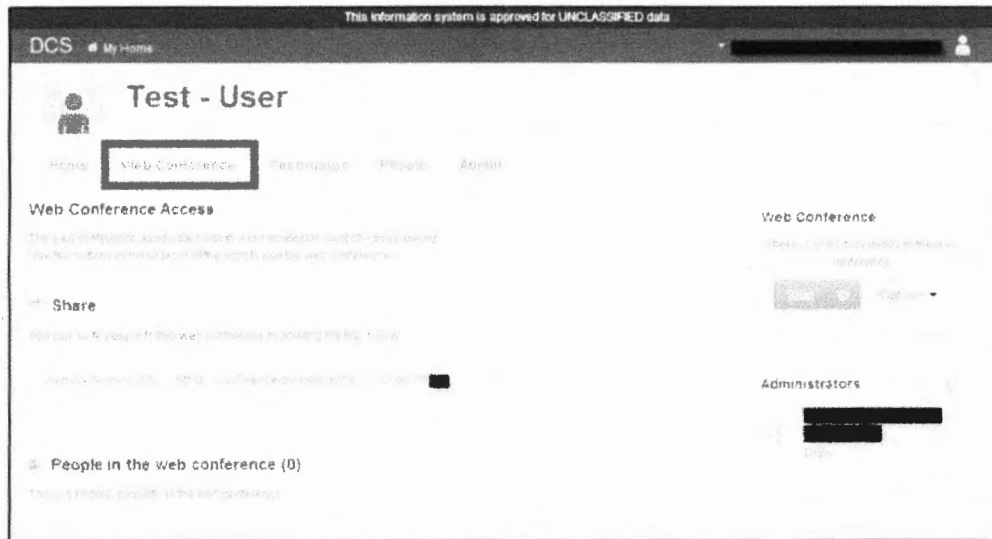


Figure 24 Web Conference Access Tab

3.2.6.2 Tab-Recordings

DCS provides recording and playback capabilities for web conferences. If meetings associated with the reservation have been recorded they will appear on the Recordings Tab (Figure 25). The recordings are saved in an MP4 format, and are available for 180 days from creation. Ensure you download your recordings to your computer once they are created.

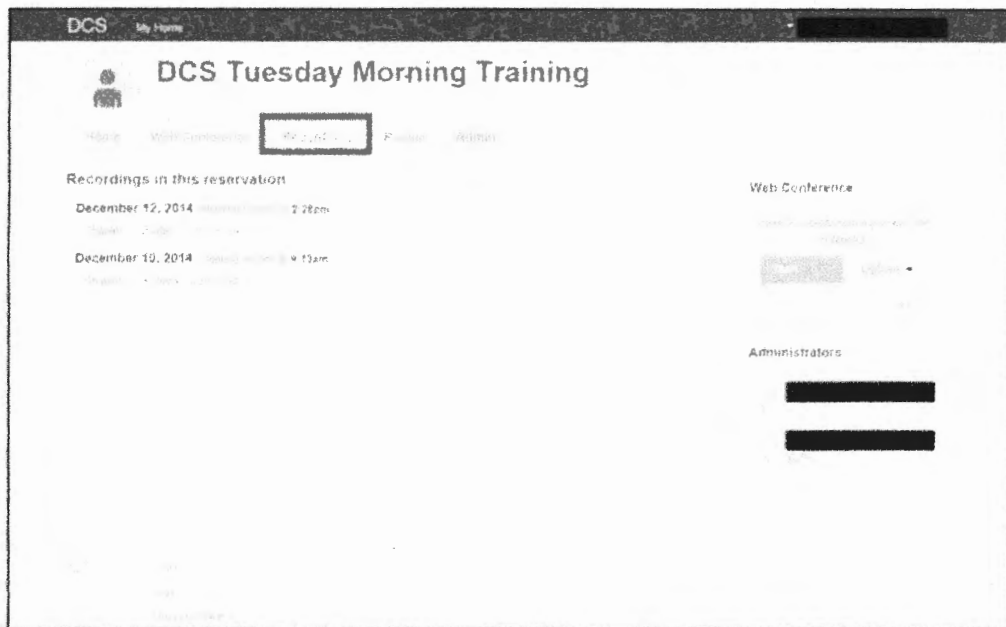


Figure 25 Recordings Tab

To download a recording, select the "Download" link as shown in Figure 26.

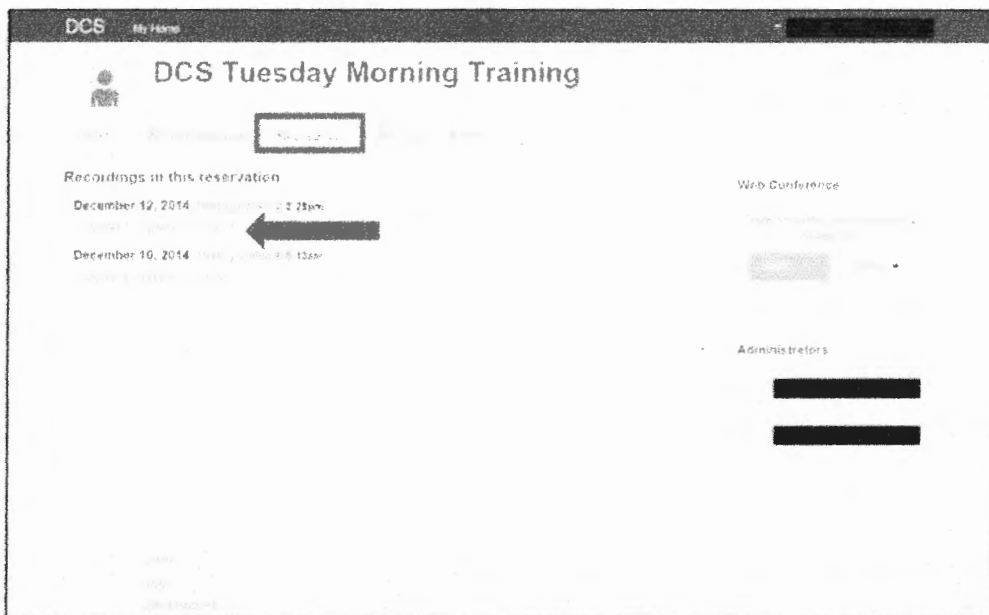


Figure 26 Recording Download

Once you have selected download, a pop up will appear asking if you want to save or open the recording (Figure 27). If you select "save" DCS will save it to your Downloads Folder. If you select Open, DCS will open the recording in the local system preferred player.

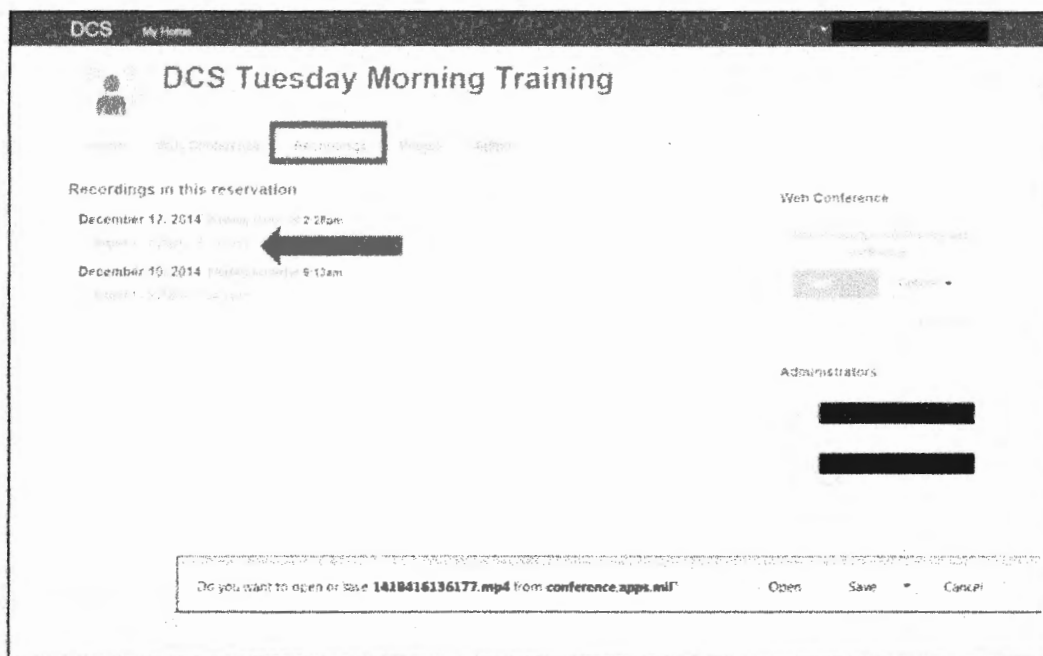


Figure 27 Open or Save Recording

3.2.6.3 Tab-People

The "People" tab (Figure 28) provides the User with information of all Users (Administrators or Moderators) associated with the Reservation. The integrated information provides insight on who is currently in the reservation along with Users identified as administrators. This is not the correct tab to add users to reservation.

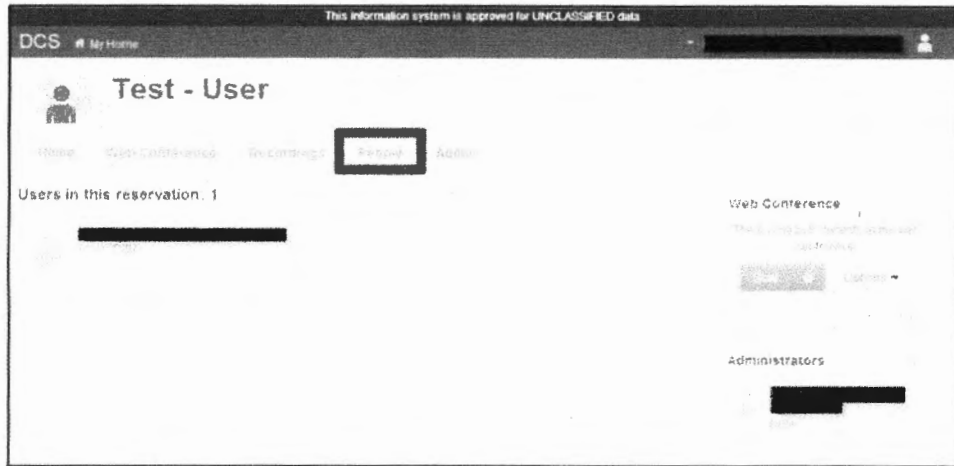


Figure 28 Meeting People Tab

3.2.6.4 Tab-Admin

The "Admin" tab provides the ability to configure the reservation, the ability to change the name or description (Figure 29), and the ability to add users to the Reservation. The inner tabs in the Admin section provide the ability to include Administrators or Moderators in the reservation space (Figure 30), and promote users privileges (Figure 32). The ability to delete or remove Reservations is available under the General Options sub tab in the Admin section. The button located on the bottom and highlighted in red allows an Administrator of the Reservation the ability to remove the Reservation. Once the Reservation is removed all permissions and recordings associated with the Reservation are lost and unrecoverable.

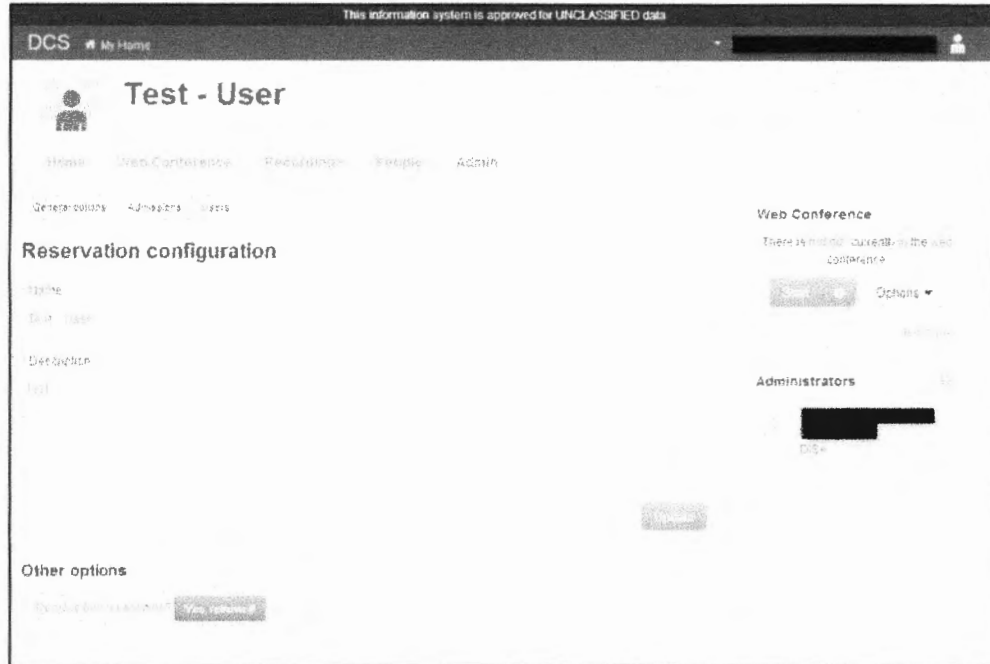


Figure 29 Meeting Admin Tab

Permissions can be assigned to Users by the reservation creator. It is recommended that at least two Users maintain Admin permissions for a reservation. Users may be searched under the admissions sub-tab in the Admin tab. When adding users to the reservation the Admin must type out the full email address of the user to perform the search. If the full address is not used this may produce an error and the inability for the Admin to find the user.

Tip: When searching for Users, copy and paste the intended users email address from an email client. If unable to find the correct User or if presented with an error using the correct email address please contact the service desk for assistance.



Figure 30 Add User to Reservation

Once the Admin has searched and located the intended User, the Admin is able to assign permissions to the User as identified in (see Figure 31). The Admin is able to provide the User with Admin or Moderator permissions allowing the User to have increased abilities and actions on the Reservation and in the Meeting.



Figure 31 User Permission Options



Figure 32 Meeting User Privileges

3.3 Meetings

Ensure and confirm that accessed network has been configured according to CTO 15-0019.

Users require a web browser capable of running Flash 11.2. To check the version of flash, visit [Adobe's Flash Version Check](#) page.

As of Mac OS X 10.6, Apple stopped updating Flash. If a Mac user is running an out-of-date version of Flash, the version can be upgraded by visiting the [get Flash player](#) page at Adobe (if permissible by local system admin policy).

To run the desktop sharing, the presenter (and only the presenter) needs to have Java v7u45 or greater installed and configured to web browsers on their system. You can test that Java is installed by visiting [Java Test Page](#) (there are download links on this page if you need to install Java).

For bandwidth, it is recommended at least 1Mbps download and 0.5 Mbps upload channel speed. Users may test their actual bandwidth using www.speedtest.net.

For hardware, it is recommended at least a Dual-core CPU with at least 2G of memory. For Mac, it is recommended any Mac running Mac OS X operating system.

- If unable to verify your local versions of Adobe Flash and Java, contact your local system or network administrator.

- If experiencing Java applet load failure or blocked event verify with local system or network administrator that "*.apps.mil" is added to the trusted site list.

3.3.1 Meeting Permissions

Moderator: The Moderator has the highest level of permission over the Meeting. The moderator may control a User's presence, audio status, chat ability, and presenting permissions within the Meeting and can only be overridden by another Moderator.

Moderators in a meeting are responsible for information displayed and Users admitted. Dependent on meeting clearance level and requirements it is the Moderator to proctor attendees and displayed documents.

Presenter: The Presenter permission is only available within the meeting. The Presenter permission cannot be granted within the Reservation space. The permission persists only for the current meeting. If the meeting is restarted, a Moderator must re-assign the permission to the User. The selected Presenter will maintain the permissions as long as they stay Presenter. The Presenter may control and navigate the Presentation panel along with basic abilities in the User panel. The Presenter may upload and display files. There is only one presenter at any given time. The view of the Presentation panel and buttons available in the top left tool bar will differ from all other users. Guest Users may be granted permission by any Moderator.

User: Users enter the meeting with no capabilities or control functions as those identified be part of the Moderator or Presenter permission capabilities. The benefit of entering as an authenticated user is it allows the Moderator the ability to verify the Users identity. The User permission level is able to participate in the Chat panel, in both public and private chat. The User may download screen shots of the Presentation panel for reference. The User permission level is allowed to "Raise a hand" in the User panel, however most other features are limited and not available for use.

Guest User: Guest Users are those that are unable to authenticate as verified Users. Access to meetings is based upon the validation of a Moderator upon request for entrance. Guest Users are able to enter and participate at the same level as a User in a meeting. Guest Users are not able to create or use Reservations. Guest Users are able to be granted the permission of Presenter in a meeting.

3.3.2 How to Begin a Meeting

Meetings can be entered in two separate ways. Based on permission level a User may only be able to enter a Meeting or have full permissions to begin one. ***It is advised that reservation Admin's provide at least two Users' with Moderator or Admin permission levels for each reservation.*** This assists with the ease of starting meetings and coordinating efforts during the meetings.

3.3.2.1 Administrator/Moderator

Administrators and Moderators are able to start Meetings. All other entering users must wait until an Admin or Moderator begins the meeting and begins to accept users into the meeting. To begin a Meeting the Admin/Moderator should select the “Start” button (Figure 33) in the Reservation panel provided after selecting the correct reservation from the DCS Home Page.

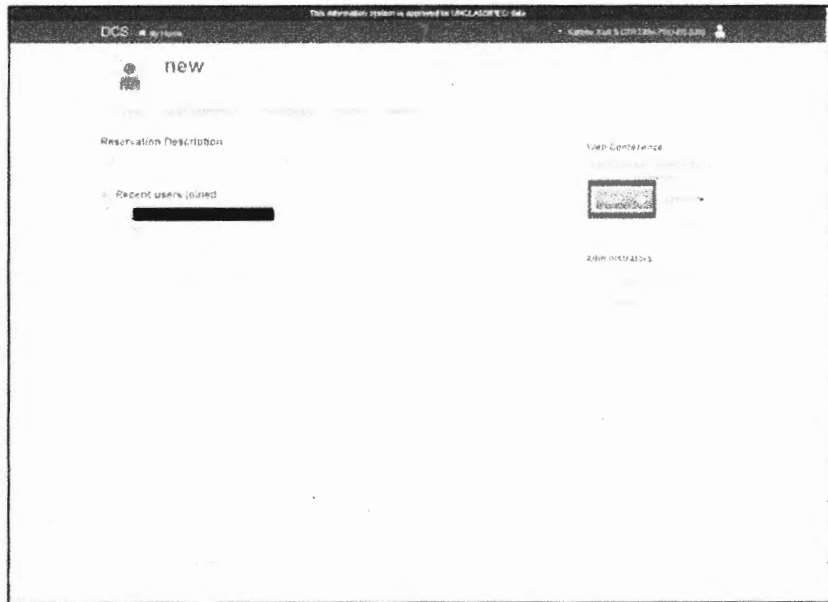


Figure 33 Meeting Start Button

Both the selection of the “Start” button and the “Preference” button will display a pop-up screen that allows the Admin/Moderator to select options for the Meeting. There is an option to fast start a Meeting. The separate button on the right hand side of the “Start” button will immediately start a Meeting with any predetermined preferences stored in the system. All options that are selected are persistent within the Reservation until change or removal of the Reservation (Figure 34).

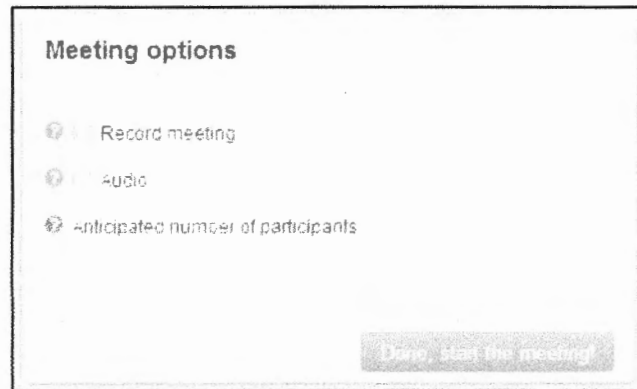


Figure 34 Meeting Preference Options Selection

Record Meeting: Meetings can be recorded in 60 minute increments. To allow for the ability to record a meeting this check box must be selected. Recording will be controlled by a Moderator in the Meeting window and be available to all Users associated with the Reservation in the "Recording" tab. Recordings are available in .MP4 format.

Audio: The audio function feature will allow the Admin/Moderator who starts the Meeting to determine if there will be in meeting audio allowed. If this check box is not selected the Meeting will load without the ability to participate in audio interactions. Currently the system does not begin to observe functionality degradation until more than 80 open audio channels are present on an individual conference server. If observing in Meeting audio issues please contact the Service Desk for assistance.

Number of Participants: DCS is designed to be used for up to 250 users per individual Meeting and 10,000 overall concurrent Users in Meetings. Identifying the number of intended users allows DCS to situate the Meeting for optimal operation. The number of participants listed in this box is not a limit on the actual Meeting, however the closer the number to actual participants the higher likelihood of optimal performance within the meeting.

3.3.2 User/Guest User

Presenters, Users, and Guest Users are unable to start a meeting. Users at these permission levels may only join meetings.

3.3.3 Joining a Meeting

3.3.3.1 User

In order to enter a meeting, as a User you must have been provided a URL from the Meeting Moderator or Administrator. After accepting the US DoD IT warning statement you will be presented with a screen that identifies the status of the Meeting (Figure 35). The status indicator will automatically update on the screen to reflect the meeting.

If the meeting is identified as currently running the User is able to join the meeting. The User will be identified by their Public Display Name (PDN) that is also used in other enterprise applications. The PDN is static and cannot be changed through DCS.



Figure 35 Meeting User Start Button

3.3.3.2 Guest User

A Guest User is an invited participant to a meeting that does not have a DCS account and is unable to authenticate identity through the use of a CAC or Hard Token depending on the network. As an invited participant the guest user is unable to start a meeting and will be presented with a URL for access. If arriving before an Admin/Moderator has started the Meeting, the Guest User will have to wait until the Meeting begins.

Users experiencing authentication problems may be asked to enter as a Guest User. If this occurs contact the service desk for assistance. When entering if issues arise due to web browser or incorrect configuration settings please reference the "Web Browser Configuration" document located in the Information Portal.

To access DCS as an invited Guest User review your e-mail for a supplied URL, and click on the link provided, you will be directed you to the Meeting entrance page. The Guest User will be presented with the requirement for entering a name and organization for reference and identification. This information will provide the Moderator for a choice on admittance for the Guest User to the Meeting. Upon completion of the identification information the Guest User is presented with a "join now" (See Figure 36 and Figure 37 below).

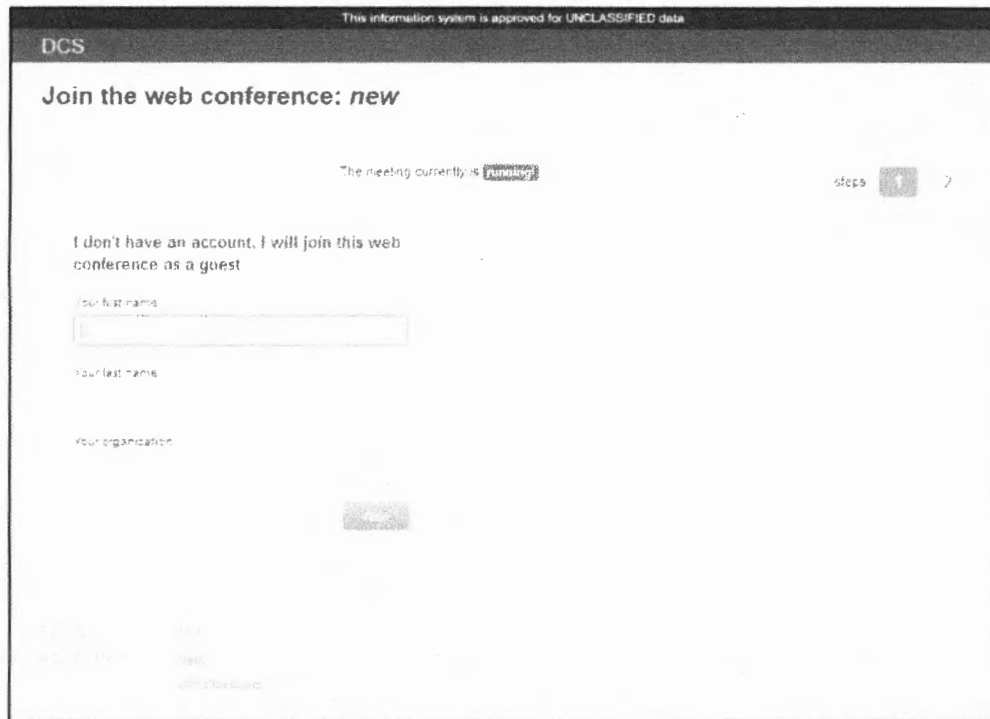


Figure 36 Guest User Identification



Figure 37 Join Meeting Button

3.3.4 Meeting Panels

The meeting screen is broken into four different configurable and movable panels. Upon entering the meeting window a User will view the default configuration of meeting panels. The meeting panels are the Display, Chat, User, and Web cam panels. Only one instance of each panel is allowed at time, however there are no requirements for having all viewable at all times. Each panel operates similar to a window, sizing can be

performed by clicking and holding a corner and dragging, to minimize, maximize or close each panel see the buttons in the upper right corner.

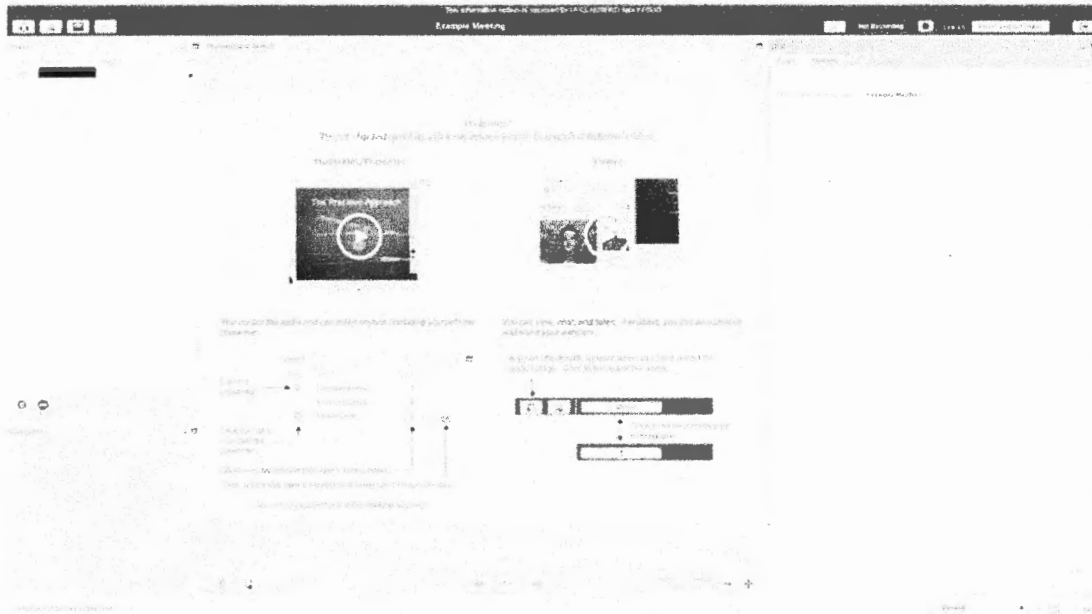


Figure 38: DCS Meeting Panels

3.3.4.1 Presentation Panel

The Presentation panel is initially situated in the center of the meeting window. The Presentation panel will natively display an interactive slide that allows users to access documentation and information from the Meeting window without first accessing the Information Portal.

The Presentation panel provides two different settings based on the user permission level.

Moderator: This is the permission level provided upon entrance by any Admin/Moderator from the associated reservation. This permission can be granted by any moderator to a User in the meeting. All moderators have full permissions (other than those of a Presenter) in the meeting and can “step” over each other’s actions. Care should be given to coordination of granting permissions in meetings.

Presenter: This permission level, which exists only in the meeting, allows for one user to be able to present material or manipulate the view of all other users in the Presentation panel. Moderators are able to grant and remove the presenter permission in the meeting. There may only be one presenter at a time. The Presenter will have more buttons available within the presentation panel and top-left toolbar. Only the presenter may upload files or share the view of their screen.

User: This permission level can only view the Presentation panel during meetings. The authenticated User is able to be granted the Presenter or Moderator permission levels by other meeting Moderators. Once a Presenter, the User is able to interact with the Presentation panel for other Users to view.

Guest User: This permission level is for any un-authenticated users. Guest Users only able to interact with the Presentation panel when made Presenter by a meeting Moderator.

3.3.4.2 Document Manager

The Presentation panel allows the Presenter to upload documents for presentation in the panel. Documents that are accepted are Microsoft Word, Excel, PowerPoint, Adobe PDF, and JPEG images. DCS will automatically convert Microsoft Word, Excel, and PowerPoint to PDF files.

Users without permissions may download a screen shot of the current displayed image as a jpeg file. **DCS does not support the ability to download the file being presented.**

To download a screen shot of the current Presentation panel select the button on the left in Figure 39, found in the bottom center of the Meeting screen. If you want to upload a document as a presenter, select the button on the right in Figure 39.



Figure 39 Meeting Document Control Button Panel

When, as a Presenter, the file upload button is selected a window as seen in Figure 40 will appear. Select the file you want to share and click upload.

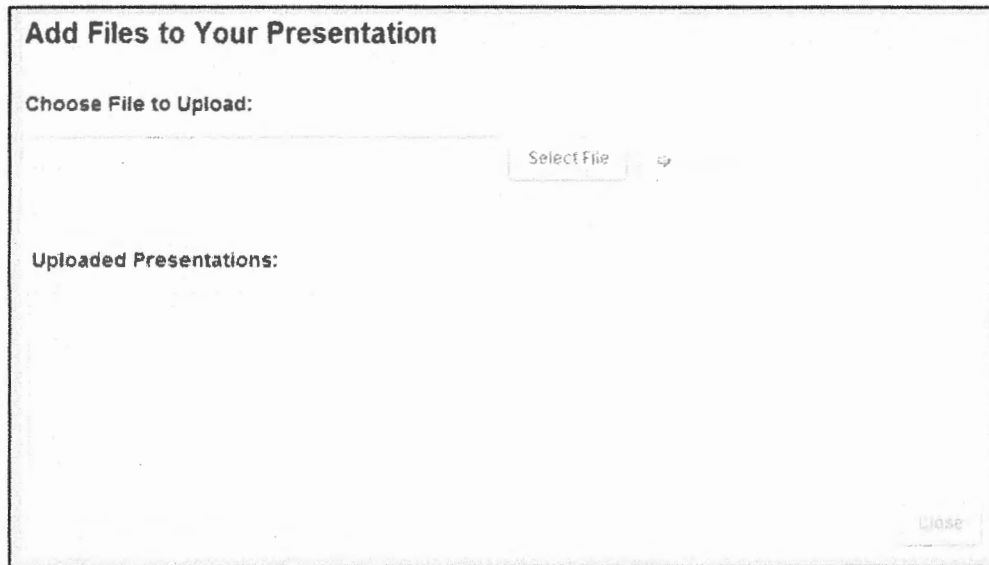


Figure 40 Document Upload Control Window

3.3.4.2.1 Display White Board Editing Toolbar

The Presenter maintains the ability to edit and interact with a document in the Presentation panel. The Presenter is provided with a side bar (as seen in Figure 41) that allows for the ability to write on the document, create shapes (square, circle, triangle, line), add text, undo, undo all, and change editing color.



Figure 41 White Board Control Panel

3.3.4.3 User Panel

All participants are able to view a User Panel (Figure 42) within the meeting. The user panel presents a list of all users currently in the meeting along with their permission status (presenter or viewer), full Persona Display Name, and current media in use (microphone, web camera, etc). **The User panel does not record meeting attendance nor is there a way to automatically record meeting attendance within DCS.**

Moderators are provided with extra capabilities within the Use panel. The additional permissions include being able to remove the participant from the meeting through the “kick” user option, promoting one time to moderator, lowering “raised hands”, enable/disable Presenter permissions, muting users, and locking features.

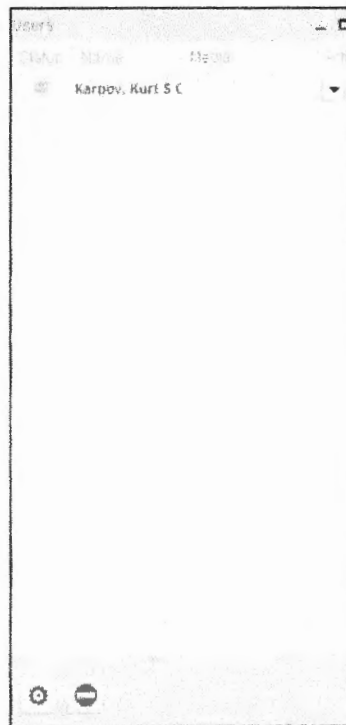


Figure 42 User Panel

3.3.4.3.1 User Panel – Toolbars

The gear button, found in the low left of the User panel in Figure 42, allows the Moderator to lower all participant's hands, mute all users, mute all users except the presenter, lock all users, lock users except presenter, and lock settings (see Figure 43).

There is no ability in this list to lower individual users hands, or unmute individual users after "Mute All Users" has been selected.

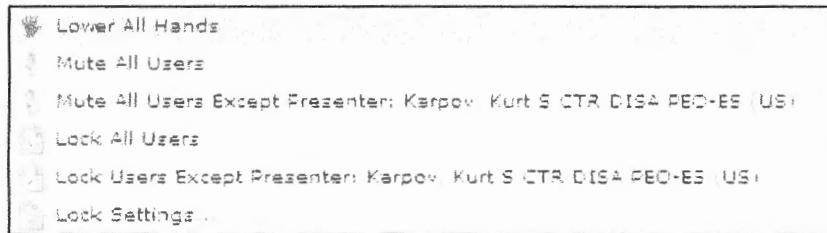


Figure 43 Moderator options

For a participant, it will enable a User to "Raise their hand". Users, unless locked by the Moderator are able to unmute their microphones after a "mute all" command has been made. Users are able to identify what command has been made by the Moderator by observing the columns next to their name in the User panel.



Figure 44 Setting Buttons

The Red Stop sign, when selected by a User, will cause a logout action to occur. When selected by a Moderator of the meeting this will end the meeting and logout all users. Prior to ending the meeting and not allowing any users to continue to work in the meeting space the Moderator will be prompted with a confirmation screen (Figure 45).

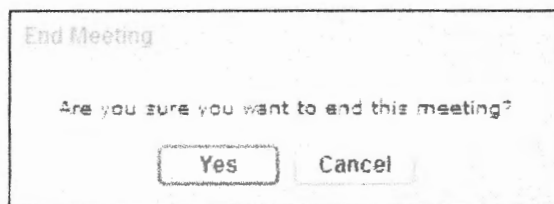


Figure 45 End Meeting Option

3.3.4.4 Chat Panel

The chat panel (see Figure 46) allows participants to conduct in meeting chat conversations with both the public group and with private user-to-user capabilities. The "Public" Tab shown in Figure 46 displays the Public facing chat abilities of DCS.



Figure 46 Chat Panel

The "Options" tab (Figure 47) allows for Users to engage in private chats with other users present in the meeting. Follow the instructions and select an available user to begin a chat with.

When a response is received from the User the tab will flash yellow indicating that a new message is available for viewing. The Options tab also allows for the User to change the size of the font in the chat panels to allow for easier viewing of messages.

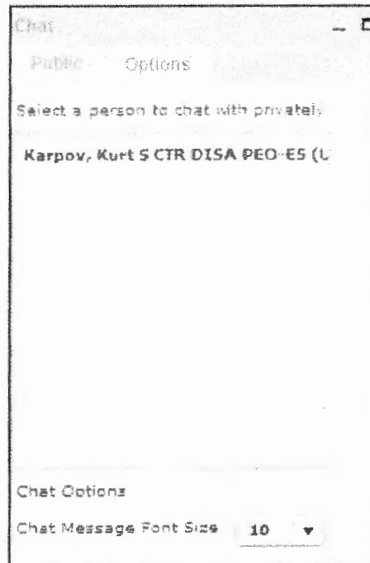


Figure 47 Chat Panel Options

Chat conversations can be migrated from the chat panel in the meeting window to a different source. This is provided through a copy and paste process (Figure 48). The participant must:

- Highlight a word in the chat panel.
- Left click the mouse button.
- Select the "Copy all text" option.
- The user can then past the text to a word document or notepad file.



Figure 48 Chat Panel Copy Messages

3.3.5 Meeting Operations and Functions

Upon being accepted and entering the meeting the user, regardless of permission level, will be requested to finalize needed configuration options. The meeting tool is based on Adobe Flash Player and requires that the user allow access to local storage for the settings. Select allow on the Adobe Flash Player local storage request window (Figure 49). You should now be able to see the Meetings page as in Figure 50.

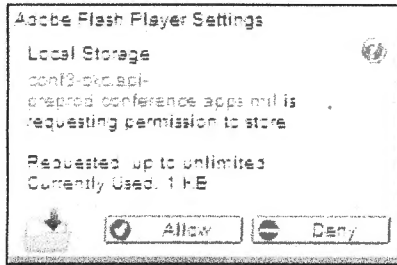


Figure 49 Flash Player Option Window

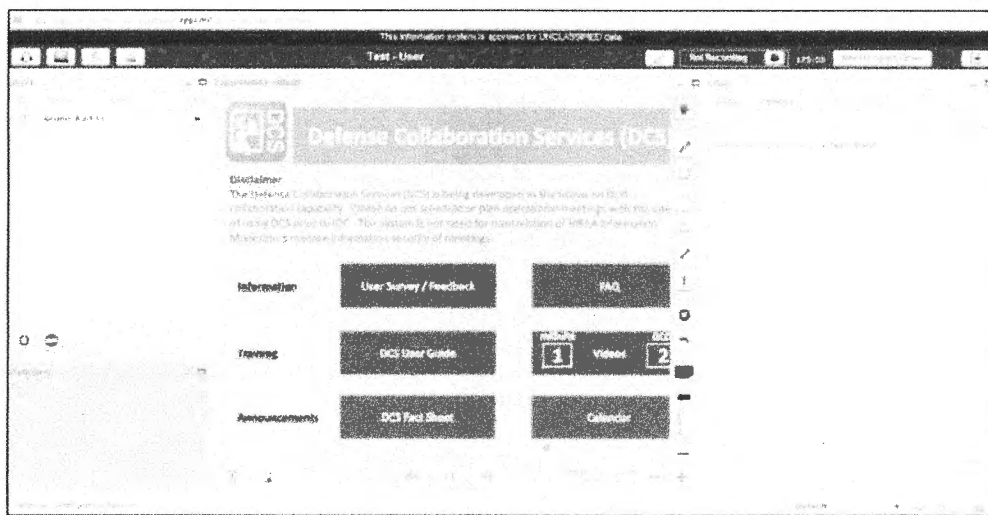


Figure 50 Meeting Page

3.3.5.1 Meeting Operations Toolbar

DCS allows you to enable or disable Meetings features, as shown in Figure 51. Click on the headphones to enable audio, click on the webcam to share webcam, click on the screen to share desktop, click the chart to enable polling.



Figure 51 Operations Tool Panel

3.3.5.1.1 Microphone / Headset

Clicking on the headphones icon in the upper left ("Join Audio") will cause a prompt to be presented (Figure 52).

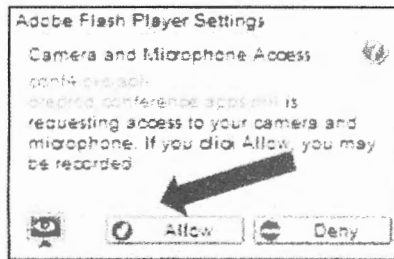


Figure 52 Adobe Flash Player Settings Acceptance

Select "Allow" on the Adobe Flash Player Settings window. When presented with the window to configure audio and webcam select "Test or Change Microphone" to test and verify your microphone and select "Test Speakers" to verify your speakers (Figure 53).

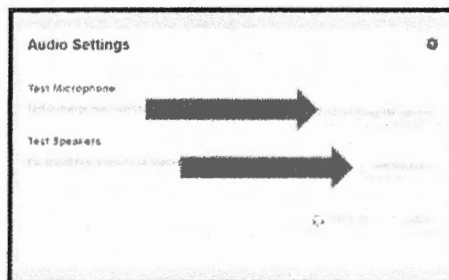


Figure 53 Audio Setting Panel

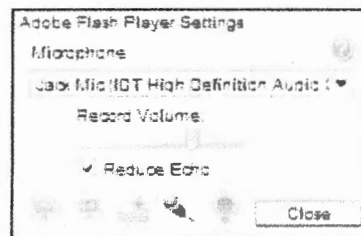


Figure 54 Microphone Setup

The Microphone configuration panel (Figure 54) will appear allowing for the options of changing the microphone option to connect to a local microphone or input device. If you are unable to connect or identify your microphone please consult your system manual or contact your local system analyst to resolve.

After selecting your microphone or audio input device a user is able to test the speakers associated with the system by selecting the button labeled "Test Speakers". Once the button is depressed sound will be played from any connected speakers. To end the

test, select the button once more. To complete the workflow, select the "Join Audio" button and return to the meeting panel.

Control of the local microphone or headset during the meeting can be performed in two different manners. If there is a local push-to-talk feature on the hardware this may be used to assist in speaker control. The use of the "Mute" (Figure 55) button in the tool bar may also be used. The Mute button will appear after the microphone has been connected and can be selected or un-selected to control your audio during a meeting.

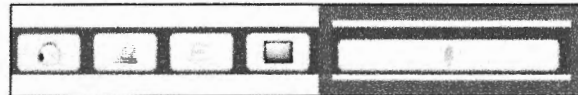


Figure 55 Input Toolbar (Mute Button)

3.3.5.1.2 Web Camera

Within the tool panel exists the option to connect and control a webcam for meeting participation (Figure 56). This can be performed by selecting the second button in the tool panel, one that is in the image of a circular webcam.



Figure 56 Input Toolbar (Web Camera)

The Webcam Settings box will open up and will identify if the ability for a web camera is present or not, (Figure 57), along with ability to configure settings and to start sharing with other participants.

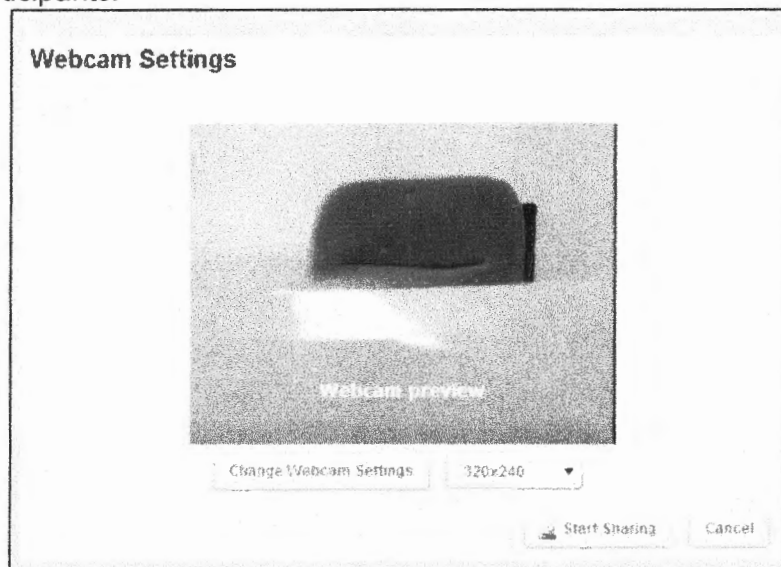


Figure 57 Web Camera Settings

To configure the setting of the Webcam the “Change Webcam Settings” (Figure 57) and resolution settings buttons may be used. To identify a new input source select the “Change Webcam Settings” button and proceed in using the new pop-up panel (Figure 58) to identify a Webcam input source.

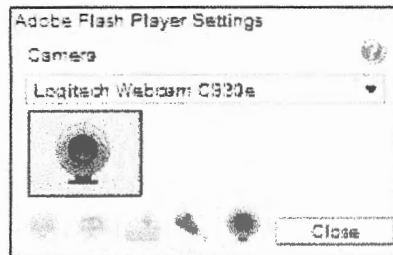


Figure 58 Webcam Input Selection

The resolution selection feature allows the ability to select how fine a resolution to provide and display. This will assist when attempting to resize the webcam panel within the meeting window. A lower resolution selected will allow for greater performance but only provide clarity in a smaller space, while the opposite is true for greater resolution selection. To close the webcam within in the meeting space the webcam button within the toolbar must be selected again.

3.3.5.1.3 Desktop Screen Share

Screen sharing is available within DCS. The Screen sharing feature allows the Presenter to share the entirety or a specified region of their screen. The screen share ability is affected by two limiting factors:

- 1) The Presenters local configuration allows for the use of Java v7u45 or greater within their web browser.
- 2) The speed of all connected networks will determine the screen refresh rate.

The screen share feature is available to one Presenter at a time. Specific applications or application screens are not available for selection or control. The feature shares all information that is present on the screen to include current resolution and color scheme.

TIP: It is recommended for best use that the lowest possible resolution is uses along with the smallest area of sharing.

To begin screen sharing as the Presenter identify the operation button in the upper left toolbar as see in Figure 59.



Figure 59 Screen Sharing Button

After selecting the screen share button a new panel will appear in the lower left corner. This panel will cover any panel that was previously in view. This does not close the underlying panel and may be moved

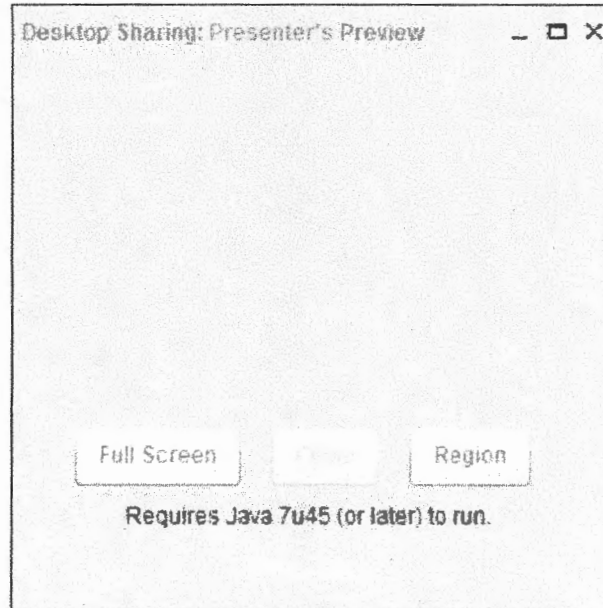


Figure 60 Screen Share Panel

To load the DCS Screen Share feature the system of the Presenter must be loaded with Java v7u45 or greater and integrated with the web browser being used. **Local system administration policies regarding web browsers may cause usage issues. When experiencing issues with Screen Sharing, please check with local system administrator prior to contacting DCS Service Desk.**

Selecting the "Full Screen" option will allow the Presenter to share the main screen in their current configuration.

Selecting the "Region" option will allow the Presenter to share a defined region of any screen in their current configuration. The region conforms to the main display and may not resize to a User defined screen.

Once selecting the region of screen share, the local system will prompt the User for allowances (see Figure 61 and Figure 62) to continue with the use of the feature. Accept all prompts. This will result in two different options depending on the initial selection.

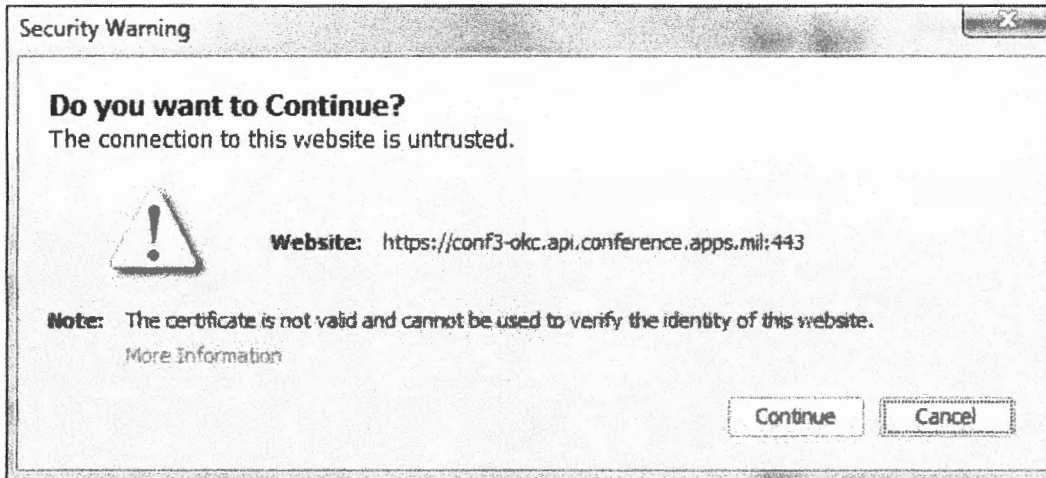


Figure 61 Trusted Connection Prompt

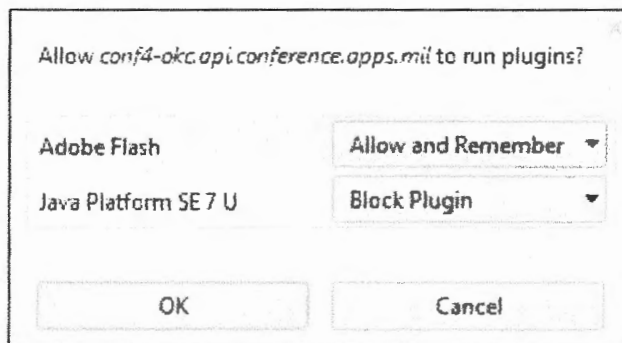


Figure 62 Browser Configuration

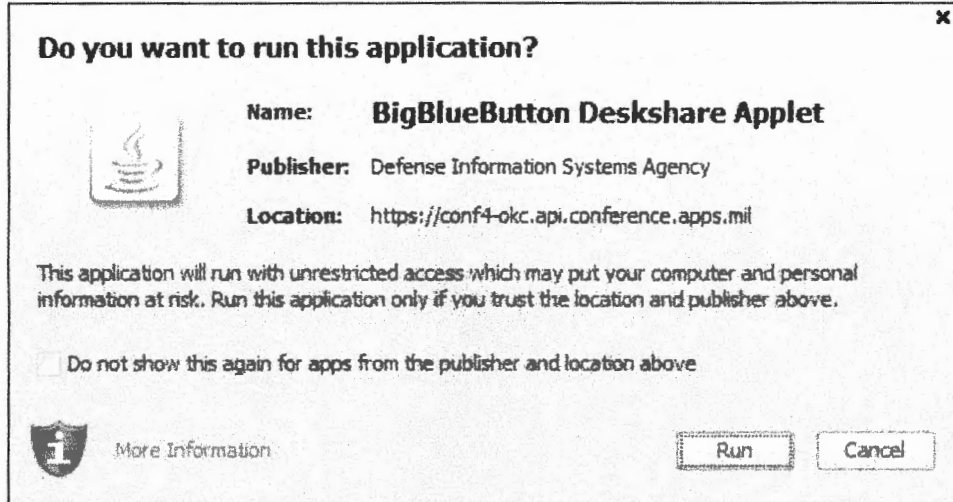


Figure 63 Java Run Confirmation

When using the regional a red square will appear on the screen. This square can be selected and moved to the region preferred. In the middle is a button that states “Start Sharing”. Once the correct region is identified, select the button (see Figure 64). The red square will persist but will not be present to the Users.

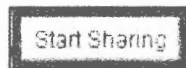


Figure 64 Regional Share Button

In the bottom right of the local Windows system a notification will be present see (Figure 65).

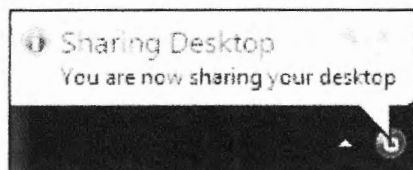


Figure 65 Sharing Notification

To close and end the screen sharing feature the Presenter will need to select the close button (see Figure 66) from the screen share panel.



Figure 66 Screen Share Close Button

After the "Close" button is selected a "Security Warning" screen is presented. Select "Allow" and continue with the presentation.

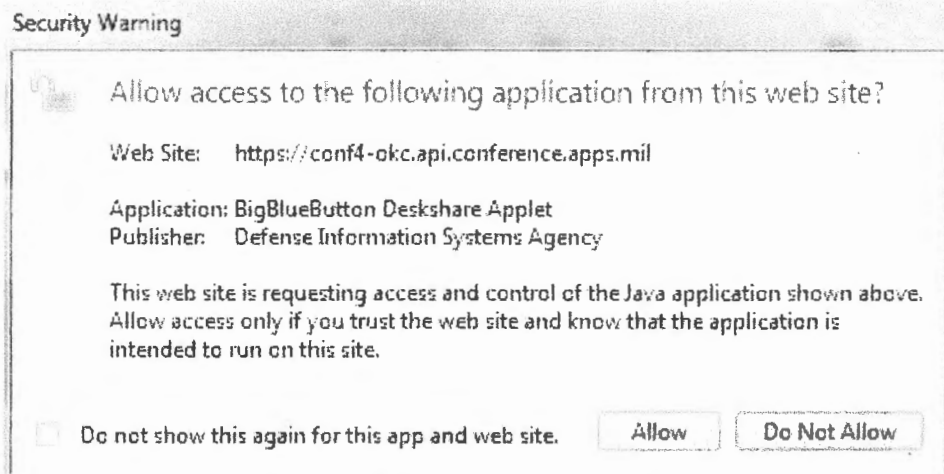


Figure 67 Completed Screen Share

3.3.5.1.4 Meeting Poll

DCS provides the ability for meeting users with the Presenter permission to create and display a poll to users currently in the meeting. To create and display a poll, select the "Create New Poll" button (Figure 68) from the tool bar located in the upper left corner of the meeting window.



Figure 68 Input Toolbar (Poll)

A new poll setup panel will appear. Size is set and may appear differently in different browsers. To create a poll, the user must populate the Title, Question, and Answers fields to submit to the users (Figure 69).

Figure 69 Poll Setup

Tip: If unable to see the bottom buttons, maximize the panel.

Once the fields are populated, the option to allow users to choose more than one response is available. After completion of the form select the “Preview” button to move to the next step.

Figure 70 Poll Setup (Review and Publish)

Upon review of what the poll will look like to the users, the options to Modify, Publish, Save, or Cancel the poll are available to the Presenter. The option to save the poll will

save the current fields and place as an option for quick selection in the Input Toolbar for later use (Figure 71).



Figure 71 Save Poll

Tip: Create all polls for the meeting prior to the start of the meeting to assist with flow and timing of meetings.

Select the Publish button and broadcast the poll to all users that are currently present within the meeting. Any user entering the meeting after the poll has been published will not be able to view or vote in the poll event. The published poll will appear in the presenters screen and be a movable panel (see Figure 72).

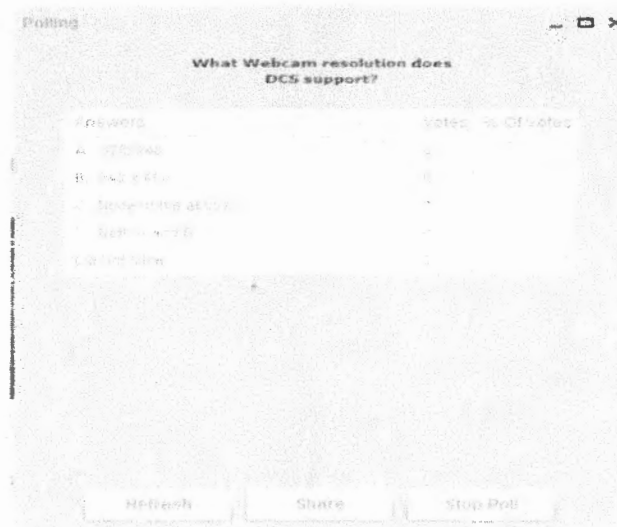


Figure 72 Published Poll

To end the poll, select the "Stop Poll" button. Provided in Figure 73 are the options available once the "Stop Poll" option is selected. This provides the ability for the Presenter to "Repost" the Poll, "Share" the poll with the users within the meeting, or completely "Close" the poll.

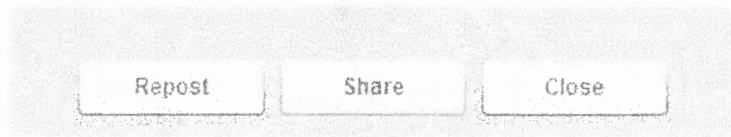


Figure 73 Stop Poll

3.3.5.2 Meeting Administrative Toolbar

Located in the upper right corner of the meeting window, this tool panel provides higher level settings and information regarding the status of the meeting. From this tool panel the user is able to set meeting entrance preferences, identify time left in meeting, and the ability to logout of the meeting.

3.3.5.2.1 Administrative Toolbar – User/Guest Admittance

This button is only available to Moderators or the meeting and will not be displayed in the user or guest user meeting windows. The wrench in Figure 74 enables the administrator to configure how participants are allowed into the meeting. This tool applies the selected operation to all users that join the meeting after selection. To change the option the user must select another option.

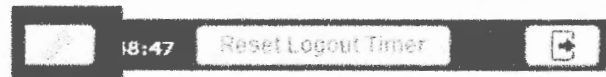


Figure 74 Configurations Panel: Access Permission Button

The menu presents the options for the Moderator to set access permissions to users entering the meeting. The options are: "Ask moderator", "Accept all users", "Accept authenticated users", and "Deny everyone" (Figure 75).



Figure 75 Configurations Panel

3.3.5.2.2 Administrative Toolbar – Meeting Timer

The reset logout timer controls the ongoing timer for the meeting. The time is initially set at 120 minutes (see Figure 76). The timer will continue to count down unless the “Reset Logout Timer” button is activated or the user uses an associated microphone for communication in the meeting. Upon conclusion of the timer the meeting will end for the user. To continue the user will need to re-enter the meeting.



Figure 76 Logout Timer

3.3.5.2.3 Administrative Toolbar – Logout

The “Logout Button” (Figure 77) will log you out of the Meeting.

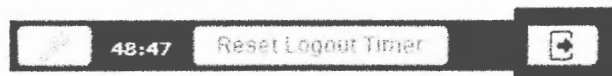


Figure 77 Logout Button

3.3.5.2.4 Administrative Toolbar – Recording

The Recording button on the administrative toolbar will enable and disable the recording of the meeting.



Figure 78 Record Meeting Button

The button will be present on the toolbar, if the option to record the meeting was selected (Figure 79) when you created or modified the reservation.

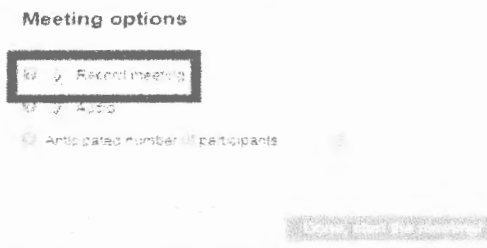


Figure 79 Reservation Meeting Options

When you are ready to start recording the meeting, click the start icon (Figure 80).

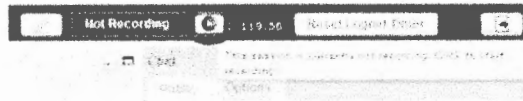


Figure 80 Start Recording

3.3.5.3 Layout Manager Toolbar

The Layout Manager Toolbar (Figure 81) allows the user to select and display different combinations of the 5 panels to assist in interaction with meetings.



Figure 81 Meeting Layout Panel

The toolbar is located in the bottom right of the meeting window. The drop down menu (Figure 82) allows you to choose a visual layout of different assortments of panels for your Meeting.

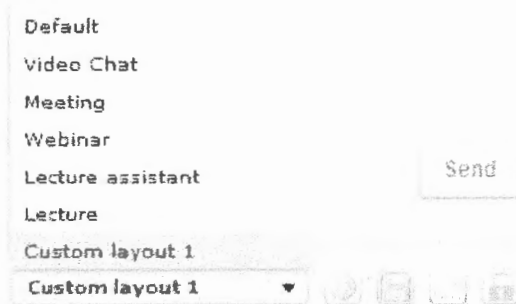


Figure 82 Custom Layout

The first button from left to right allows the user to add the current layout contained within the meeting window. Selecting this button will create an entry in the drop down menu for future use. The toolbar allows a user to save these custom layouts. To save a layout the user **MUST** add the layout to the drop down list prior to selecting the save button (Figure 83). The save feature will save the drop down list and not the current layout.



Figure 83 Save Layout Button

To load a saved layout list the user selects the load button (Figure 84) and is presented with a screen to identify which file is to be uploaded to the meeting Layout Manager.



Figure 84 Load Layout Button

When users initially enter a meeting all participants, regardless of permission levels, by default have the ability to manipulate their meeting widow panels how they would like. Users with the Moderator permission level all have the ability to lock a specific layout for users to be forced to view.

The button on the far right of the tool bar represented by the "lock" image (Figure 85) grants any user with Moderator permissions of the meeting the ability to lock their current layout of meeting panels and push the layout to all Users participating in the meeting.



Figure 85 Lock Layout Button

All users have the ability to capture information about the meeting occurrences whether in a meeting or during the "connecting" phase of a meeting. When contacting the Service Desk you may be requested to provide a "Log" of events that caused the issue. To do this after the log is opened, copy and paste the information to a Word document and save locally.

The Log Button on the Layout Manager Toolbar (Figure 86) captures a log of all activity that has occurred up to the time the log button is pushed. This information also contains information of user activity during the meeting.



Figure 86 Log Button

The information provided in the Log Window (Figure 87) can be copied and pasted into another document and provided to the Help Desk to assist in troubleshooting. After the information is copy and pasted, the moderator is able to perform a "Find" event in Word to search for the word "Joined". This will allow the moderator to identify an attendance list if wanted.

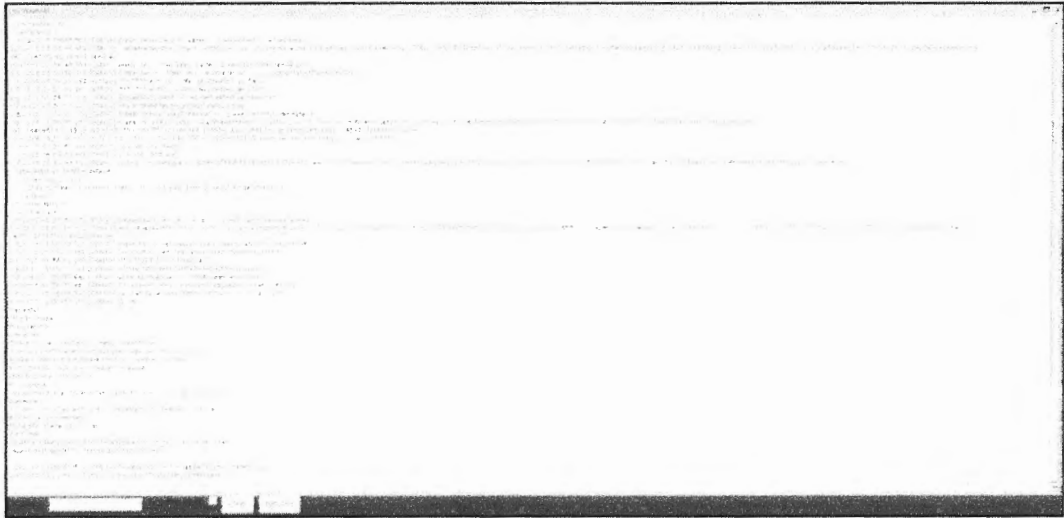


Figure 87 Log Window

Page Break to identify material that still requires a review.

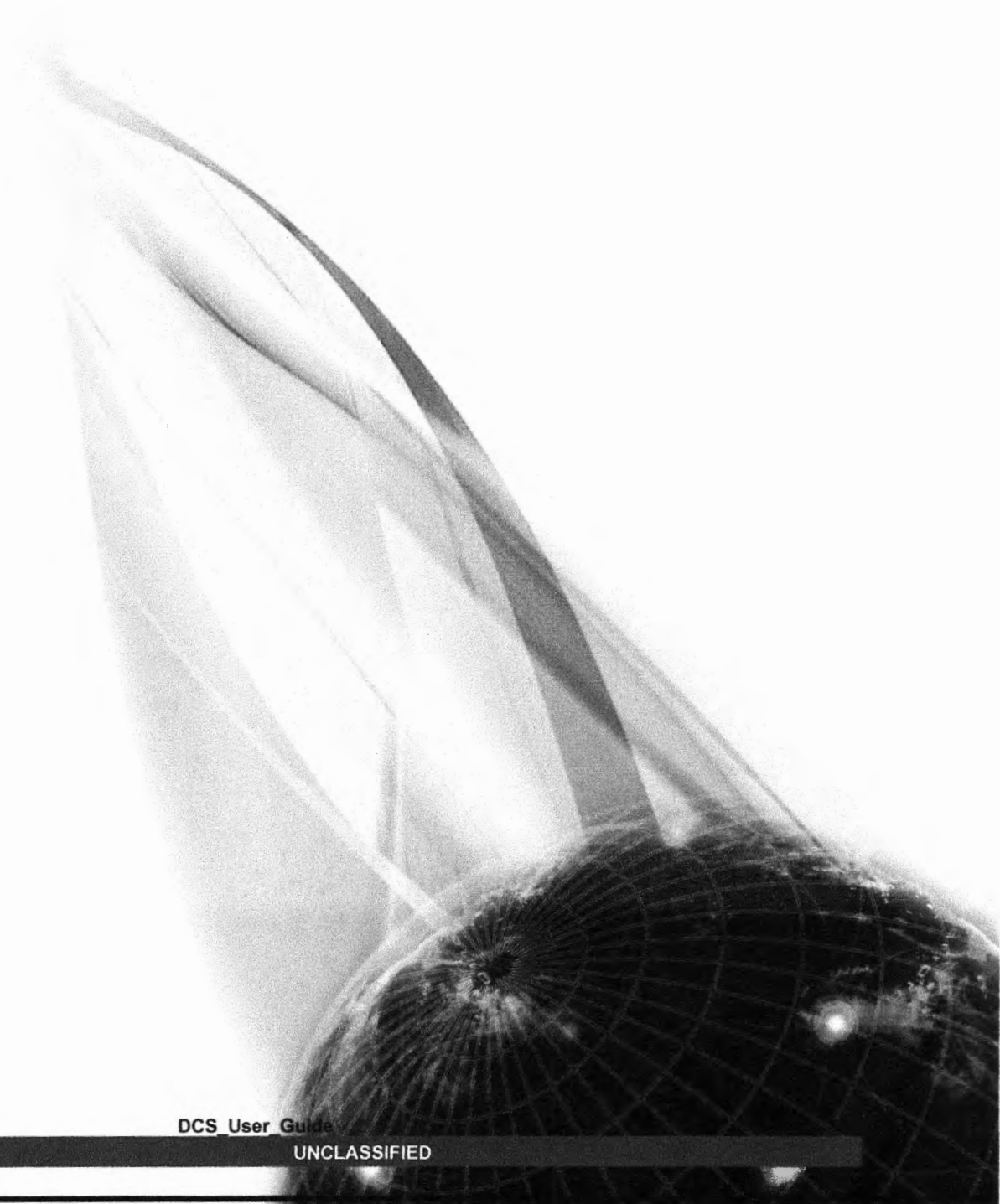
Appendix A - Glossary of Terms, Acronyms, and Definitions

Table 1 - Glossary of Terms, Acronyms, and Definitions

Term	Acronym	Definition
Administrator		The Administrator has the highest level of permission over the web reservation. All Administrators have equivalent permissions with no one maintaining higher preference. In a web meeting the Administrator enters a Moderator. (Note: if no user has Administrator permissions there is no way to delete the reservation and this cannot be performed by the Service Desk or Tiered support administrators). The administrator maintains and controls the overall operation of the web reservation through the extra "Admin" tab within the reservation space.
Moderator		The Moderator permission level differs from the Admin in the Reservation only. The inclusion of the user to the reservation will place a reservation placeholder with the Moderator's home page allowing for the ability to reference the meeting at a later time. The moderator within a web meeting maintains control over all aspects of the meeting. A web meeting moderator may be either a reservation Admin or Moderator. All Moderators maintain the same capabilities and must coordinate actions to ensure they do not interfere with one another.
Presenter		The Presenter permission is only available within the meeting. The Presenter permission cannot be granted within the Reservation space. The permission persists only for the current meeting. If the meeting is restarted a Moderator or Admin must re-assign the permission to the User. There is only one Presenter at any given time within a meeting. The Presenter may control and navigate the Presentation panel through the use of extra controls only viewable to the presenter. The Presenter may upload and display files along with share a view of their screen.
User		Users maintain no extra permissions afforded to the Admin, Moderator, or Presenter. The benefit of entering as an authenticated user is it allows the Admin or Moderator the ability to verify the Users identity. The User permission level is able to participate in the Chat panel, in both public and private chat. The User may download screen shots of the Presentation panel for reference. The User permission level is allowed to "Raise a hand" in the User panel, however most other features are limited and not available for use.
Guest User		Guest Users are those that are unable to authenticate as verified Users. Access to meetings is based upon the validation of a Moderator or Admin upon request for entrance. Guest Users are able to enter and participate at the same level as a User in a meeting. Guest Users are not able to create or use Reservations. Guest Users are able to be granted the permission of Presenter in a meeting.

Term	Acronym	Definition
DCS Information Portal		The DCS Information Portal page contains the information needed to understand and operate the DCS service on NIPR/SIPR with the ability to selectively submit feedback to the program through interaction with the product service desk. Announcements posted by the DCS PMO regarding system availability will be posted along with training events and pertinent information regarding any future events for the DCS service. Please refer to section 2.1 for further detailed information.
DCS Reservation		Reservations are the visual placeholders that provide information regarding Meetings. All meetings will require that the user creates a Reservation. Within the reservation pages Users are able to find tabs and links allowing the User to grant permission levels to participants, copy and provide the URL that will direct users/guests to the Meeting, start/stop Meetings, identify if the Meeting is to be recorded, and include how many participating users are anticipated for the Meeting (max 250).
DCS Meeting		The DCS Meeting window comprises up to 4 different panels: Display, Chat, Web Cam, and User. Within the DCS Meeting window the user will be able to interact with the presentation and other users at various permission levels. The Meeting is where a user with proper permissions may be able to upload documents for use in presenting and whiteboard use. Audio and web cam integration is supported and can allow the user to interact with others at Moderator, Presenter, User, and Guest permission levels.
DCS Home Page		The DCS Home Page provides the user a platform for reservation creation after being authenticated through the use of their CAC or other PIV signature hard token if user is maintains dual persona accounts. Users will be able to create and administer reservations and invitations to scheduled Meetings. Users will be able to access their recorded Meetings however will not be able to load or store files for use in Meetings. Please refer to section 2.2 for further detailed information.
Extensible Messaging and Presence Protocol	XMPP	Extensible Messaging and Presence Protocol (XMPP) is a communications protocol for message-oriented middleware based on XML (Extensible Markup Language). ^[1] The protocol was originally named Jabber, ^[2] and was developed by the Jabber open-source community in 1999 for near real-time, instant messaging (IM), presence information, and contact list maintenance. Designed to be extensible, the protocol has also been used for publish-subscribe systems, signaling for VoIP, video, file transfer, gaming, Internet of Things (IoT) applications such as the smart grid, and social networking services.

Term	Acronym	Definition
Defense Information Systems Agency	DISA	DISA is a United States Department of Defense agency that provides information technology (IT) and communications support to the President, the Vice President, the Secretary of Defense, the military Services, and the Combatant Commands. http://www.disa.mil/
Department of Defense	DoD	DoD, (also known as the Defense Department, USDoD, DoD, DoD, or the Pentagon) is the Executive Department of the Government of the United States of America charged with coordinating and supervising all agencies and functions of the government concerned directly with national security and the United States armed forces. http://www.defense.gov/
Defense Collaboration Services	DCS	The Defense Collaboration Services are the follow on capabilities for the current DoD collaboration service.



DCS User Guide

UNCLASSIFIED

COLLABORATIVE

GLOBAL

SECURE